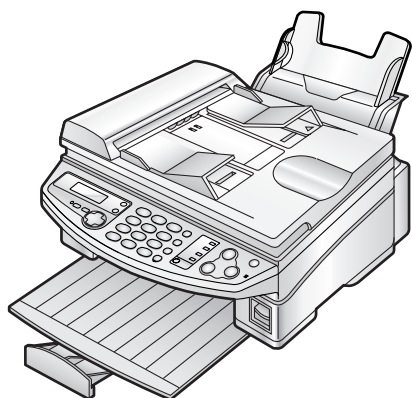# Panasonic

Flat-Bed-Plain Paper Fax and Copier

Operating Instructions

Model No. **KX-FB421**

FOR FAX ADVANTAGE ASSISTANCE:
– **CALL**
   1-800-HELP-FAX (1-800-435-7329)
– **E-MAIL TO**
   consumerproducts@panasonic.com
   for customers in the U.S.A. or Puerto Rico
– **REFER TO**
   www.panasonic.com
   for customers in the U.S.A. or Puerto Rico

Please read these Operating Instructions before using the unit and save for future reference.

This model is designed to be used only in the U.S.A.

Thank you for purchasing a Panasonic facsimile.

Things you should keep a record of

Attach your sales receipt here.

For your future reference

Date of purchase	Serial number
	(found on the rear of the unit)
Dealer's name and address	
Dealer's telephone number	

Caution:
- The Telephone Protection Act of 1991 requires the following information to be clearly stated either at the top or bottom margin of the first message page when transmitting messages via telephone facsimile:
  – date and time of transmission,
  – identification of the business, entity or person(s) sending the facsimile, and
  – telephone number of the business, entity or person(s).
  To program this information into your unit, complete all the instructions on page 28 to page 31.
- Note that the images of copied or received documents will remain on the used ink film. Use discretion when disposing of the used ink film.
- Do not rub or use an eraser on the printed side of recording paper, as the print may smear.

Energy Star:
- As an ENERGY STAR® Partner, Panasonic has determined that this product meets the ENERGY STAR guidelines for energy efficiency.
  ENERGY STAR is a U.S. registered mark.

Trademarks:
- Hammermill is a registered trademark of INTERNATIONAL PAPER in the United States and/or other countries.
- openLCR and openLCR.com are the trademarks of openLCR.com, Inc.
- All other trademarks identified herein are the property of their respective owners.

Copyright:
- This manual is copyrighted by Kyushu Matsushita Electric Co., Ltd. (KME) and its licensee. Under the copyright laws, this manual may not be reproduced in any form, in whole or part, without the prior written consent of KME and its licensee.

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Important safety instructions

When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water, for example near a bathtub, wash bowl, kitchen sink, or the like.
5. Place the unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating. Never place the unit near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. For safety purposes this unit is equipped with a grounded plug. If you do not have this type of outlet, please have one installed. Do not defeat this safety feature by tampering with the plug.
9. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
10. Do not overload wall outlets and extension cords. This can result in the risk of fire or electric shock.
11. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
12. To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorized service center when service is required. Opening or removing covers may expose you to dangerous voltages or other

Table of Contents

Initial Preparation

Telephone

Fax

For fax advantage assistance, call 1-800-435-7329.

Table of Contents

Copy

Programmable Features

Help

General Information

Accessories

Included accessories

Power cord .... 1 Part No. PFJA1030Z	Telephone line cord ....1 Part No. PQJA10075Z	Handset................................ 1 Part No. PFJXE0805Z
Handset cord........................ 1 Part No. PQJA10126Z	Paper stacker ....1 Part No. PFKS1078Z1	Paper tray.............................. 1 Part No. PFKS1072Z1
A4 paper guide.................... 1 Part No. PFKS1074Z1	Ink film 1 	Operating instructions .... 1 Part No. PFQX1699Z

● If any items are missing or damaged, check with the place of purchase.
● Save the original carton and packing materials for future shipping and transportation of the unit.
● The part numbers are subject to change without notice.

Accessory information

The included film roll is 10 meters ($32^1/_2$') long. We recommend that you buy a full-size replacement film 120 meters (393') for continuous use of your unit. For best results, use genuine Panasonic replacement film as follows:

Model No.	Item	Specifications/Usage
KX-FA94	Replacement film	216 mm × 120 m ($8^1/_2$" × 393')

● **The ink film is not reusable. Do not rewind and use the ink film again.**

● To place an order:

Telephone: Call 1-800-332-5368.
Fax: Send a fax to 1-800-237-9080.
     Include:
     – your name, shipping address and telephone number,
     – credit card type, number, expiration date and your signature,
     – order part number and quantity.
Internet: Visit our web site: http://www.panasonic.com/store
     (for customers in the U.S.A. ONLY)

● If you have any questions about internet orders, please contact us at:

E-mail: panasonicdirect@panasonic.com
Telephone: 1-866-888-2929

Overview

Front view
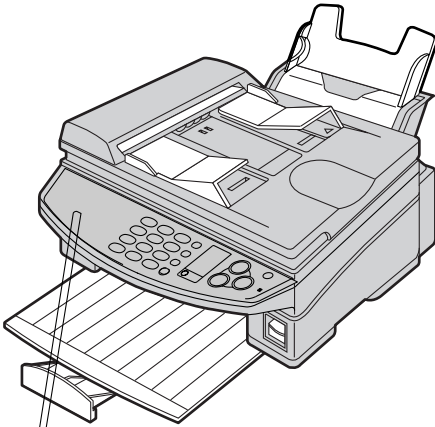
1 **Document guides**
2 **Document exit**
3 **ADF (Auto Document Feeder) cover**
4 **Recording paper exit**
5 **Paper stacker**
The paper stacker may not be shown in all illustrations.
6 **Recording paper entrance**
7 **Paper tray**
8 **Tension plate**
9 **Document entrance**
10 **Document cover**
11 **Printer cover**
12 **Printer cover open button**

Rear view

1 **Power inlet**
2 **Telephone line jack**
3 **External telephone jack**
4 **ADF (Auto Document Feeder) cable**
5 **Speaker**

Finding the Controls

Location of controls
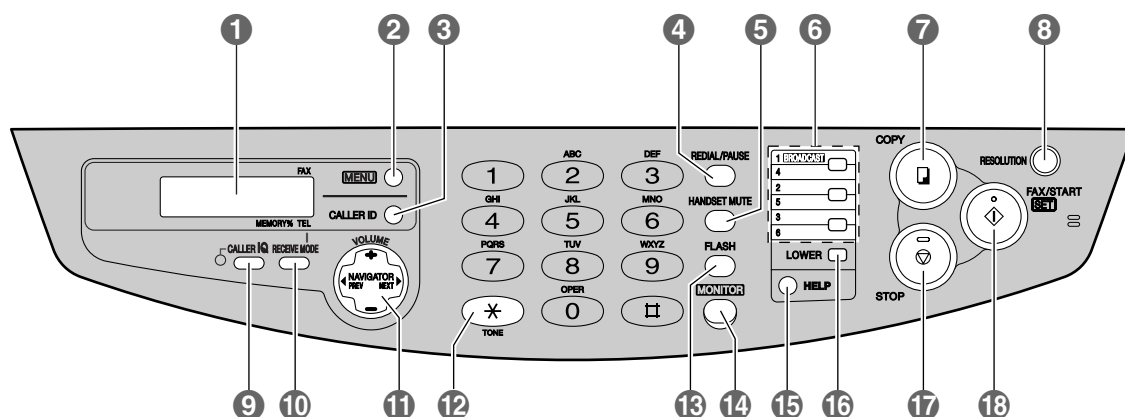
① **Display**

② 【**MENU**】
- To initiate or exit programming.

③ 【**CALLER ID**】
- To use caller ID service (page 38, 40).

④ 【**REDIAL/PAUSE**】
- To redial the last number dialed.
- To insert a pause during dialing.

⑤ 【**HANDSET MUTE**】
- To mute your voice to the other party during a conversation. Press this button again to resume the conversation.

⑥ **One-touch keys**
- To use one-touch dial (page 32, 36, 45).
- To transmit to multiple entries (page 47, 49).

⑦ 【**COPY**】
- To initiate copying (page 55).

⑧ 【**RESOLUTION**】
- To select print quality (page 41, 55).

⑨ 【**CALLER IQ**】
- To use the Caller IQ feature (page 80).

⑩ 【**RECEIVE MODE**】
- To change the receiving mode.

⑪ 【**NAVIGATOR, VOLUME**】
- To adjust volume (page 27).
- To search for a stored name (page 36, 45).
- To select the features or feature settings during programming (page 59).
- To navigate to the next operation.

⑫ 【**TONE**】
- To change from pulse to tone temporarily during dialing when your line has rotary pulse services.

⑬ 【**FLASH**】
- To access special telephone services such as call waiting or for transferring extension calls.

⑭ 【**MONITOR**】
- To initiate dialing without lifting the handset.

⑮ 【**HELP**】
- To print a quick reference (page 26).

⑯ 【**LOWER**】
- To select stations 4–6 for one-touch dial (page 32, 36, 45).

⑰ 【**STOP**】
- To stop an operation or cancel programming.

⑱ 【**FAX/START, SET**】
- To initiate fax transmission or reception.
- To store a setting during programming.

For fax advantage assistance, call 1-800-435-7329.

Connecting the document cover

1 Gently insert the two tabs on the document cover into the slots on the unit (①), then close the document cover (②).

Document cover

②

Tabs

Slots

①
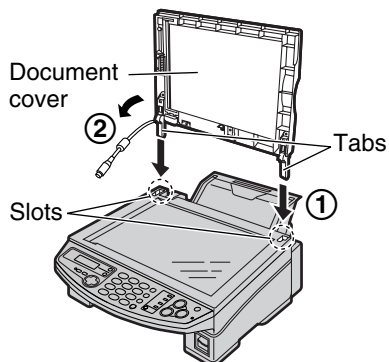
2 Connect the ADF cable to the jack on the back of the unit.
- The arrow (⇨) on the ADF cable must be facing up.

Arrow (⇨)   ADF cable
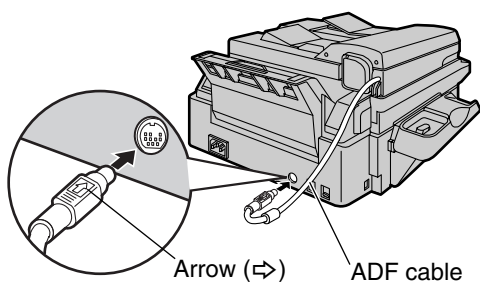
Installation

Unlocking the shipp[ing...]

**The shipping lock is to avoid dam[...]
the unit, [u]nlock the shipping lo[...]**

1 Pre[ss] down the printer[...]
(①)[.] [O]pen the print[...]
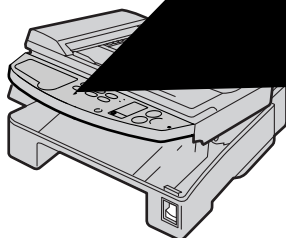
2 Slide down the shipping lock to unlock
position.
 ● **The label for unlocking the shipping
   lock is attached to the unit. Remove
   and read it.**

Caution:
 ● **Whenever transporting the unit, be sure
   to slide up the shipping lock to lock it.**

For fax advantage assistance, call 1-800-435-7329.

Ink film – installing

Install the included ink film or replace th[...]ew one.
Replacement film Model No. **KX-FA94**:[...]sized pages.
See page 6 for accessory information.

1 For replacement only:
If ejected paper is stacked on the p[...][...] replacement only:
stacker, remove it.[...]ll out the blue gear and remove the used
[...] film. Remove the used core.
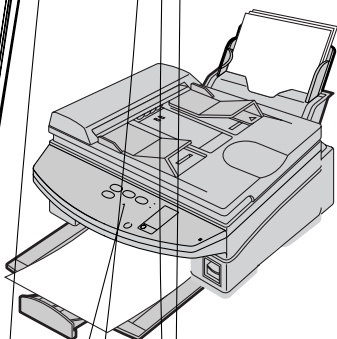
2 Press down the printer cover open butt[...][...] replacement only:
(①). Open the printer cover (②).[...]move the stoppers and tags from the
- For first time installation of the suppl[...] ink film.
  ink film, skip to step 5.

Installation

5 Insert the gear of blue core of the front ink film roll into the left slot of the unit (①). Insert the rear ink film roll (②).
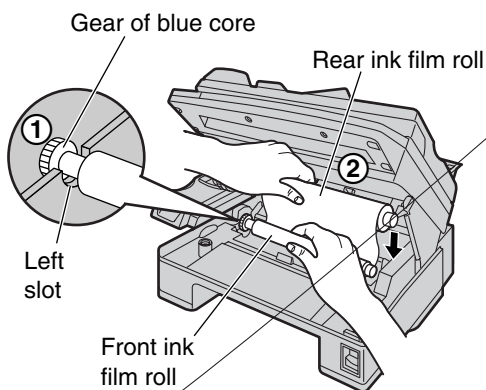
Gear of blue core

Rear ink film roll

①

②

Left slot

Front ink film roll

6 Turn the gear of blue core in the direction of the arrow.
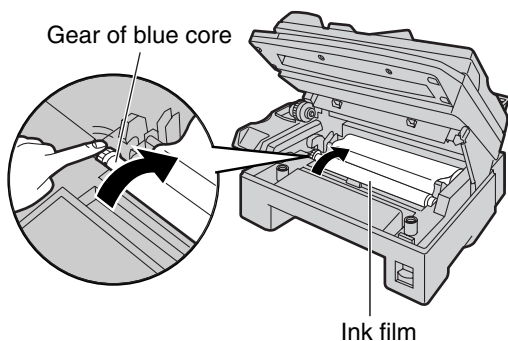
Gear of blue core

Ink film

● Make sure that the ink film is wrapped around the blue core at least once.

Correct

Blue core   1 turn

Tight

Incorrect

The ink film is not wrapped around the blue core.

Slack
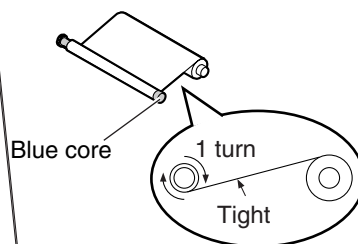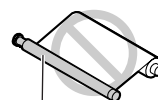
Reverse
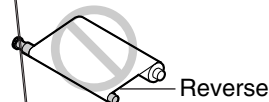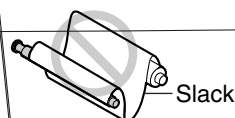
7 Close the printer cover by pushing down on both sides until locked.
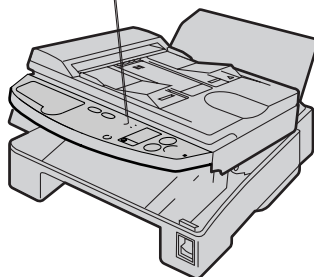
Note:
● The ink film is safe to touch, and will not rub off on your hands like carbon paper.

Installation

Paper stacker and paper tray

1 Line up the slots in the paper stacker with the pegs on the bottom of the unit, then slide until locked.

Pegs

Paper stacker

Slots
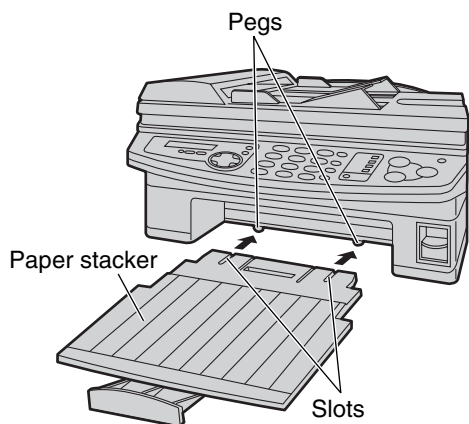
- The paper stacker can hold up to approx. 100 sheets of printed paper. Remove the printed paper before the paper stacker becomes full.

2 Insert the paper tray into the slot on the back of the unit.
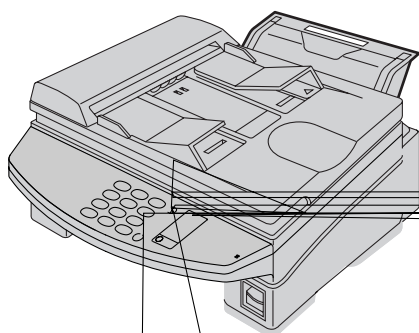
Note:
- Do not place the unit in an area where the paper tray may be obstructed (i.e. by a wall etc.).
- Recording paper will be ejected from the front of the unit. Do not place anything in front of the unit.

To use A4 size paper
Insert the bottom tab on the A4 paper guide into the lower slot. Press the guide into the upper slot.
- Change the recording paper size (feature #16 on page 60).

Installation

Recording paper

Letter, legal or A4 size recording paper can be loaded. The unit can hold up to 100 sheets of 75 g/m^2 (20 lb.) paper. You may use 60 g/m^2 to 90 g/m^2 (16 lb. to 24 lb.) paper. See the note for paper specifications on page 84. **For superior results, we recommend Hammermill® Jet Print paper.**

1 Fan the stack of paper to prevent a paper jam.

2 Pull the tension plate forward and hold open while inserting the paper.

Side to be printed face down.

Tab
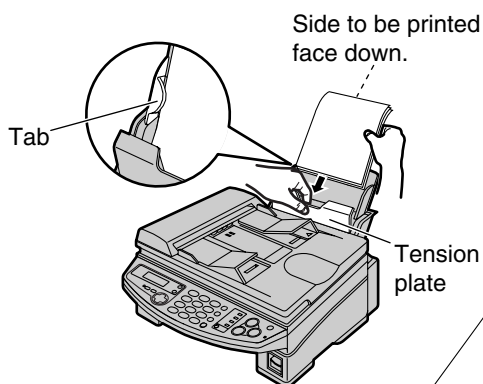
Tension plate

- The paper should not be over the tab.
- If the paper is not inserted correctly, readjust the paper, or the paper may jam.

Correct
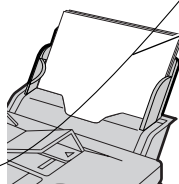
Incorrect ension plate
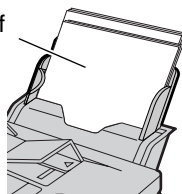
Stack of paper

To add paper

1. Pull the tension plate forward and hold open while removing all of the installed paper.

2. Add paper to the stack of paper you removed and straighten.
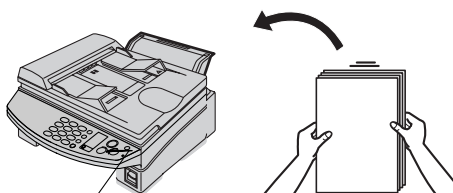
3. Fan the stack of paper.

4. Pull the tension plate forward and hold open while inserting the paper.

For fax advantage assistance, call 1-800-435-7329.

Popular ways to use the fax machine

You may already have other devices such as telephone or telephone answering machine besides the fax machine. You may use them in the same room or different room. Depending on your situation, select the way you prefer to use your fax machine.

– **Case 1:** Receives faxes and phone calls (on answering machine) on single line (one phone number) (page 16)
– **Case 2:** One line used for fax only (page 18)
– **Case 3:** Fax machine and telephone share a single line (one phone number); Fax seldom used (page 20)
– **Case 4:** Receives faxes and phone calls on single line, but different numbers (Distinctive Ring) (page 22)
– **Case 5:** Receives faxes and voice mail on same line, but different numbers (Distinctive Ring) (page 24)

General information for connections

Connect to LINE.

Longer, uncoiled end

Handset cord

(Line surge protector)

To a single telephone line jack (RJ11C)

Telephone line cord

To a power outlet (120 V, 60 Hz)

Power cord (Power surge protector)
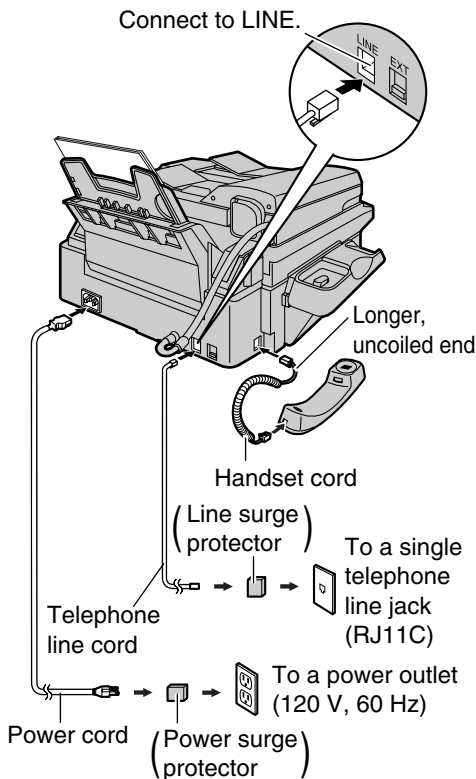
Note:
● The warranty does not cover damage due to power line surges or lightning. For additional equipment protection, we recommend the use of a surge protector. The following types are available: TELESPIKE BLOK MODEL TSB (TRIPPE MFG. CO.), SPIKE BLOK MODEL SK6-0 (TRIPPE MFG. CO.), SUPER MAX (PANAMAX) or MP1 (ITW LINX).
● To avoid malfunction, do not position fax machine near appliances such as TVs or speakers which generate an intense magnetic field.
● If any other device is connected on the same line, this unit may disturb the network condition of the device.
● When the power is turned on and the display shows the following, unlock the shipping lock (page 10).

```
CARRIAGE ERROR
```
↕
```
RELEASE
SHIPPING LOCK
```

Connections and Setup

Case 1: Receives faxes and phone calls (on answering machine) on single line (one phone number)

Your situation

You wish to use the fax machine and your answering machine in the same room.
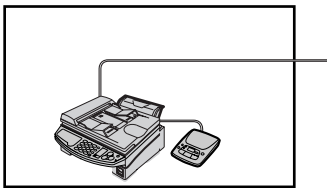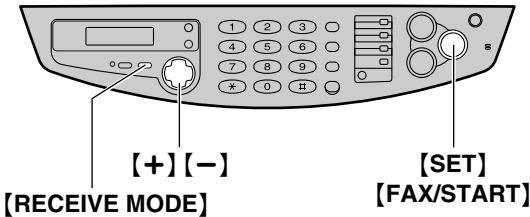
Telephone wiring image in house or office

Connections

For fax advantage assistance, call 1-800-435-7329.

How to set up

【+】【−】

【RECEIVE MODE】

【SET】
【FAX/START】

1 Set the fax machine to FAX ONLY mode by pressing **【RECEIVE MODE】** until the following is displayed.

```
                          FAX
FAX ONLY MODE      ▲
3 RINGS
                          TEL
```
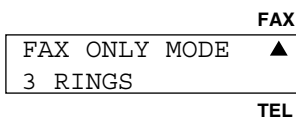
- The display will show the number of rings before the fax machine answers a call in FAX ONLY mode.

2 Press **【+】** or **【−】** to change the ring setting to 5 and press **【SET】**.

3 Turn on your answering machine.

4 Adjust the ring setting of the answering machine to less than 4.
- This will allow the answering machine to answer the call first.

Note:
- If you wish to answer calls manually, set the fax machine to TEL mode by pressing **【RECEIVE MODE】**.

```
                          FAX
TEL MODE
                          ▼
                          TEL
```
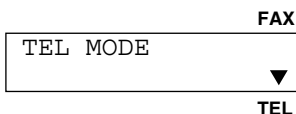
How to receive calls

At first your answering machine will pick up the call.

Helpful hint:
- If the call is a phone call, the answering machine will record voice message automatically.
- If a fax calling tone is detected, the answering machine will be disconnected and the call will be switched to the fax machine. The fax machine will receive a fax automatically.

If the answering machine is turned off

You can receive a fax with the fax machine and an extension telephone, if connected.

With the fax machine

1. When the fax machine rings, lift the handset of the fax machine.

2. When document reception is required, a fax calling tone (slow beep) is heard, or no sound is heard, press **【FAX/START】**.
   - The fax machine will start reception.

With an extension telephone

1. When the extension telephone rings, lift the handset of the extension telephone.

2. When document reception is required, a fax calling tone (slow beep) is heard, or no sound is heard, press **【✳】【9】** (pre-selected fax activation code) **firmly**.

3. Replace the handset.
   - The fax machine will start reception.

Note:
- You can change the fax activation code in feature #41 (page 62).

Connections and Setup

Case 2: One line used for fax only

Your situation

You wish to use the fax machine only for fax reception/transmission.

Telephone wiring image in house or office
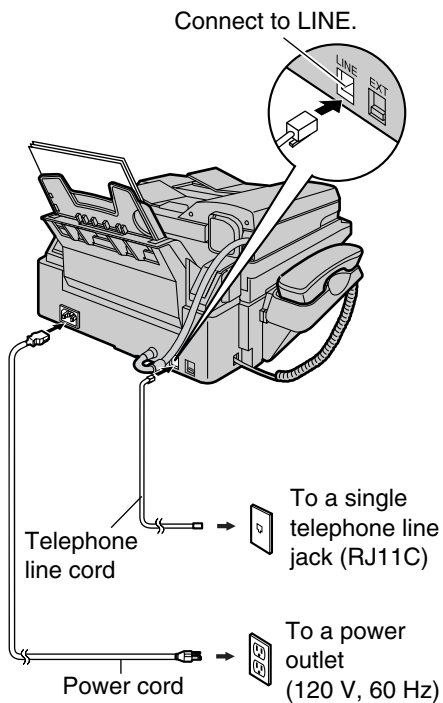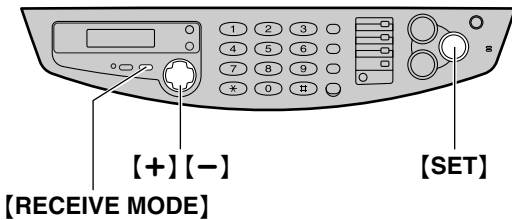
Fax machine

Connections

Connect to LINE.

Telephone line cord

To a single telephone line jack (RJ11C)

Power cord

To a power outlet (120 V, 60 Hz)

For fax advantage assistance, call 1-800-435-7329.

How to set up

【+】【−】   **【SET】**

【RECEIVE MODE】

1 Set the fax machine to FAX ONLY mode by
pressing **【RECEIVE MODE】** until the
following is displayed.

```
              FAX
┌─────────────────────┐
│ FAX ONLY MODE    ▲  │
│ 3 RINGS             │
└─────────────────────┘
              TEL
```
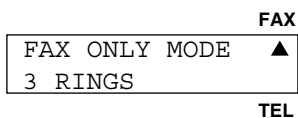
- The display will show the number of
  rings before the fax machine answers a
  call in FAX ONLY mode.

2 Press **【+】** or **【−】** to change the ring
setting to 2 and press **【SET】**.

How to receive calls

Just leave it. When the other party sends a fax,
the fax machine will receive it automatically.

Connections and Setup

Case 3: Fax machine and telephone share a single line (one phone number); Fax seldom used

Your situation

You wish to use the fax machine and an extension telephone in a different room. Most calls are phone calls and the fax machine is mostly used to send documents.

Telephone wiring image in house or office
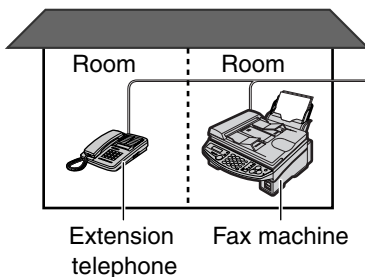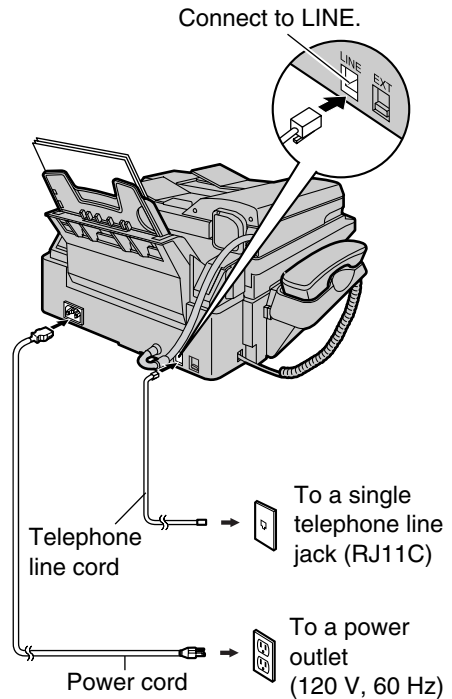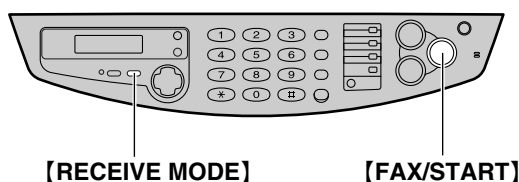
Room | Room

Extension telephone   Fax machine

Connections

Connect to LINE.

To a single telephone line jack (RJ11C)

Telephone line cord

To a power outlet (120 V, 60 Hz)

Power cord

For fax advantage assistance, call 1-800-435-7329.

How to set up

〖RECEIVE MODE〗   **〖FAX/START〗**

Set the fax machine to TEL mode by pressing **〖RECEIVE MODE〗** until the following is displayed.

FAX
```
TEL MODE
              ▼
```
TEL
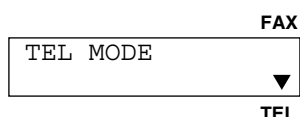
How to receive calls

You can receive a fax with the fax machine and extension telephone.

With the fax machine

1. When the fax machine rings, lift the handset of your fax machine.
2. When document reception is required, a fax calling tone (slow beep) is heard, or no sound is heard, press **〖FAX/START〗**.
   ● The fax machine will start reception.

With the extension telephone

1. When the extension telephone rings, lift the handset of the extension telephone.
2. When document reception is required, a fax calling tone (slow beep) is heard, or no sound is heard, press **〖✱〗〖9〗** (pre-selected fax activation code) **firmly**.
3. Replace the handset.
   ● The fax machine will start reception.

Note:
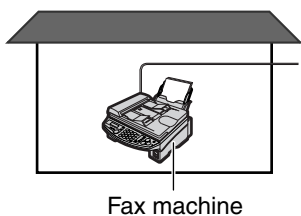● You can change the fax activation code in feature #41 (page 62).
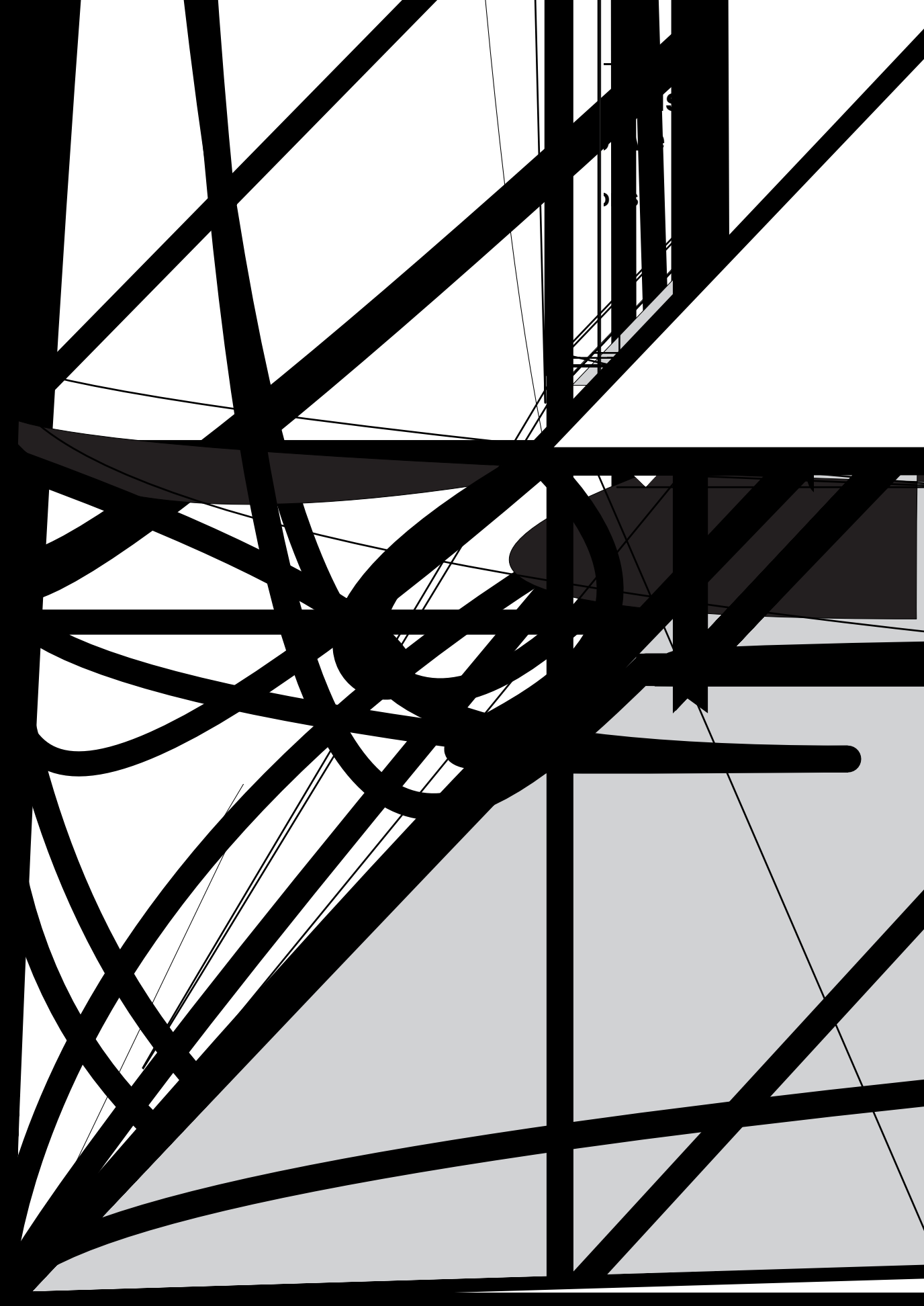
How to set up

1 Subscribe to Distinctive Ring service at your local telephone company to get a new phone number.

2 Turn on the Distinctive Ring in feature #31 (page 53).
- ● The display shows the following and you cannot change the receiving mode while the Distinctive Ring feature is activated.

```
                              FAX
                               ▲
                               ▼
                              TEL
```

If you subscribe for two or more phone numbers in a single telephone line
You will gain phone numbers and each phone number has a different ring pattern.
To use one number for fax, program the ring pattern assigned for fax in feature #32 by referring to the ring pattern table (page 54).

How to receive calls
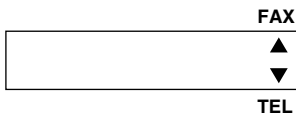
If the number assigned for phone calls is called, the fax machine and answering machine will ring and then the answering machine will record voice message automatically.
If the number assigned for fax is called, the fax machine and answering machine will ring and then the fax machine will start fax reception automatically.

Case 5: Receives faxes and voice mail on same line, but different numbers (Distinctive Ring)

Your situation

You have already subscribed to voice mail service and also wish to receive a fax automatically.

You must gain another phone number to use for fax besides the current phone number. To get a new phone number, you need to subscribe to a Distinctive Ring service at your local telephone company.

● Distinctive Ring service may be called Identa Ring service. The name of service depends on the telephone company.

Connections
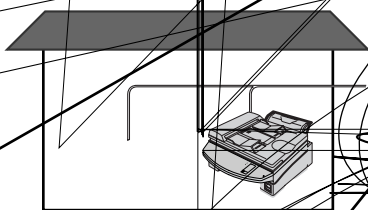
Telephone wiring image in house or office

For fax advantage assistance, call 1-800-435-7329.

How to set up

1 Subscribe to Distinctive Ring service at your local telephone company to get a new fax number.
- You do not need to apply to a voice mail service for the new number.

2 Turn on the Distinctive Ring, feature #31 (page 53).
- The display shows the following and you cannot change the receiving mode while the Distinctive Ring is activated.

```
              FAX
        ┌──────────┐
        │    ▲     │
        │    ▼     │
        └──────────┘
              TEL
```

If you subscribe for two or more phone numbers in a single telephone line
You will gain phone numbers and each phone number has a different ring pattern.
To use one number for fax, program the ring pattern assigned for fax in feature #32 by referring to the ring pattern table (page 54).

How to receive calls

If the number assigned for phone calls is called, the voice message will be recorded in voice mail service.
If the number assigned for fax is called, the fax machine and an extension telephone will ring then the fax machine will start fax reception.

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Adjusting volume

[+][−]   [SET]
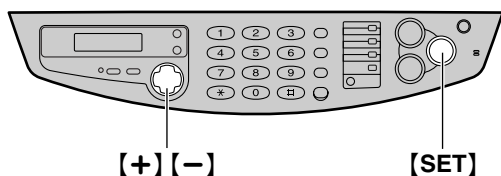
Ringer volume

4 levels (high/middle/low/off) are available.
While the unit is idle, press 【+】 or 【−】.

To turn the ringer off

1. Press 【−】 repeatedly until the following is displayed.

```
RINGER OFF= OK?
YES:SET/NO:STOP
```

2. Press 【SET】.

```
    RINGER OFF
```

● To turn the ringer back on, press 【+】.

While the ringer volume is set to off

When a call is received, the unit will not ring and will display the following.

```
   INCOMING CALL
```

Ringer pattern

You can select the ringer pattern (feature #17 on page 60). The ringer pattern you selected will sound when the unit receives a call.

Handset receiver volume

5 levels (high to low) are available.
While using the handset, press 【+】 or 【−】.

Monitor volume

8 levels (high to low) are available.
While using the monitor, press 【+】 or 【−】.

Initial Programming

Date and time, your logo and fax number

You should program the date and time, your logo and fax number. This information will be printed on each page transmitted from your unit.

Setting the date and time

[MENU]

[◀] [▶] [+] [−]   **[SET]**

1 Press **[MENU]**.

```
SYSTEM SET UP
PRESS NAVI.[◀ ▶]
```
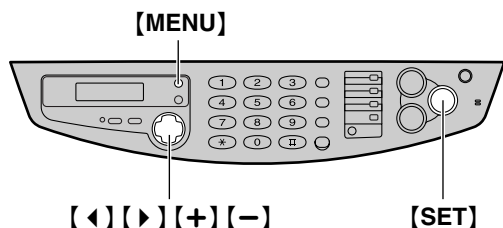
2 Press **[◀]** or **[▶]** until the following is displayed.

```
SET DATE & TIME
       PRESS SET
```

3 Press **[SET]**.
- Cursor ( ) will appear on the display.

```
M:01/D:01/Y:02
TIME: 12:00AM
```

4 Enter the correct month/day/year by selecting 2 digits for each, using the dial keypad.
Example: August 10, 2002
Press **[0][8] [1][0] [0][2]**.

```
M:08/D:10/Y:02
TIME: 12:00AM
```

5 Enter the correct hour/minute by selecting 2 digits for each, using the dial keypad.
Press **[✱]** to select "AM" or "PM".
Example: 10:15PM

1. Press **[1][0] [1][5]**.

```
M:08/D:10/Y:02
TIME: 10:15AM
```

2. Press **[✱]** until "PM" is displayed.

```
M:08/D:10/Y:02
TIME: 10:15PM
```

6 Press **[SET]**.
- The next feature will be displayed.

7 Press **[MENU]**.

Note:
- You can enter the number by pressing **[+]** or **[−]** in steps 4 and 5. In this case, press **[▶]** to move the cursor.
- The accuracy of the clock is approximately ±60 seconds a month.

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect number, and make the correction.

If you register with an openLCR service

The date and time will be automatically set. Do not change the date and time setting yourself.

For fax advantage assistance, call 1-800-435-7329.

Setting your logo

The logo can be your company, division or personal name.

[HANDSET MUTE]
(Insert)

[MENU]

[◀] [▶] [+] [−]   **[FLASH]**   **[SET]**
(Hyphen)

[STOP]
(Delete)

1   Press **[MENU]**.

```
SYSTEM SET UP
PRESS NAVI.[◀ ▶]
```
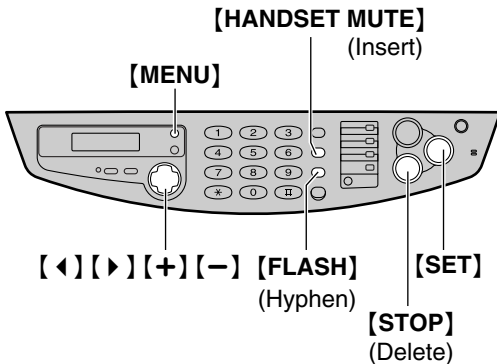
2   Press **[◀]** or **[▶]** until the following is displayed.

```
YOUR LOGO
     PRESS SET
```

3   Press **[SET]**.

```
LOGO=
```

4   Enter your logo, up to 30 characters, using the dial keypad. See page 30 for details.
Example: "Bill"

1. Press **[2]** 2 times.
   ● Cursor (▮) will appear on the display.

```
LOGO=B
```

2. Press **[4]** 6 times.

```
LOGO=Bi
```

3. Press **[5]** 6 times.

```
LOGO=Bil
```

4. Press **[▶]** to move the cursor to the next space and press **[5]** 6 times.

```
LOGO=Bill
```

5   Press **[SET]**.
   ● The next feature will be displayed.

6   Press **[MENU]**.

Note:
● You can enter your logo by pressing **[+]** or **[−]** in step 4. In this case, press **[▶]** to move the cursor (see page 30 for details).

To change capital or lower-case letters
Pressing the **[♯]** key will change to capital or lower-case alternately.

1. Press **[2]** 2 times.

```
LOGO=B
```

2. Press **[4]** 3 times.

```
LOGO=BI
```

3. Press **[♯]**.

```
LOGO=Bi
```

4. Press **[5]** 3 times.

```
LOGO=Bil
```

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character, and make the correction.

To delete a character

Press **[◀]** or **[▶]** to move the cursor to the character you want to delete and press **[STOP]**.

To insert a character

1. Press **[◀]** or **[▶]** to move the cursor to the position to the right of where you want to insert the character.
2. Press **[HANDSET MUTE]** to insert a space and enter the character.

Initial Programming

To select characters with the dial keypad
Pressing the dial keys will select a character as shown below.

Keys	Characters
【1】	1 [ ] { } + – / = , . _ ` : ; ? |
【2】	A B C a b c 2
【3】	D E F d e f 3
【4】	G H I g h i 4
【5】	J K L j k l 5
【6】	M N O m n o 6
【7】	P Q R S p q r s 7
【8】	T U V t u v 8
【9】	W X Y Z w x y z 9
【0】	0 ( ) < > ! " # $ % & ¥ * @ ^ ' →
【♯】	To change capital or lower-case letter.
【FLASH】	**Hyphen** button (To insert a hyphen.)
【HANDSET MUTE】	**Insert** button (To insert one character or one space.)
【STOP】	**Delete** button (To delete a character.)
【▶】	The cursor is moved to the right. To enter another character using the same number key, move the cursor to the next space.
【◀】	The cursor is moved to the left.

To select characters using 【+】 or 【–】
Instead of pressing the dial keys, you can select characters using 【+】 or 【–】.

1. Press 【+】 or 【–】 until the desired character is displayed.
2. Press 【▶】 to move the cursor to the next space.
   - The character displayed in step 1 is inserted.
3. Return to step 1 to enter the next character.

Display order of characters

Capital alphabet → Number → Symbol → Lower-case alphabet

→ : Pressing 【+】

---▸ : Pressing 【–】

For fax advantage assistance, call 1-800-435-7329.

Setting your fax number

【◀】【▶】【＋】【－】 **【FLASH】** **【SET】**
(Hyphen)

【STOP】
(Delete)

1 Press **【MENU】**.

```
SYSTEM SET UP
PRESS NAVI.[◀ ▶]
```

2 Press **【◀】** or **【▶】** until the following is displayed.

```
YOUR FAX NO.
     PRESS SET
```

3 Press **【SET】**.

```
NO.=
```

4 Enter your fax number, up to 20 digits, using the dial keypad.

Example:
```
NO.=1234567
```

5 Press **【SET】**.
● The next feature will be displayed.

6 Press **【MENU】**.

Note:
● You can enter your fax number by pressing **【＋】** or **【－】** in step 4. In this case, press **【▶】** to move the cursor.
● The **【✱】** button replaces the digit with a "+" and the **【♯】** button replaces it with a space.
Example: +234 5678
Press **【✱】【2】【3】【4】【♯】【5】【6】【7】【8】**.
● To enter a hyphen in a telephone number, press **【FLASH】**.

To correct a mistake
Press **【◀】** or **【▶】** to move the cursor to the incorrect number, and make the correction.

To delete a number
Press **【◀】** or **【▶】** to move the cursor to the number you want to delete and press **【STOP】**.

Automatic I

Storing name
one-touch di

For rapid access to frequer
- Station 1 can be used a
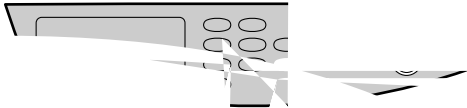
6 Press **[SET]**.
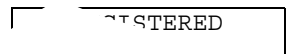
RISTERED

tedly until the
a

IRECTORY SET
RESS STATION OR

↕

IRECTORY SET
RESS NAVI.

Selec esired ation key.

For 1:

1. tation 1.

TATION 1
IAL MODE   [±]

2 P **[SET]**.

or 3:

re keys.

F ations

P s **[LOWER]**,
s n keys.

E the name, up to 1
30 for instructi

Example: NAME=John
STORE:PRE

4 Pr ss **[SET]**.

Example

To
?

H
-
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Not
- A hyphen or
er c n

correct a

ess **[◄]** or
ncorrect chara
correction.

To delete a ch

[◄] or **[▶]**
mber y

Storing names and telephone numbers into navigator directory

For rapid access to frequently dialed numbers, the unit provides the navigator directory (100 entries).
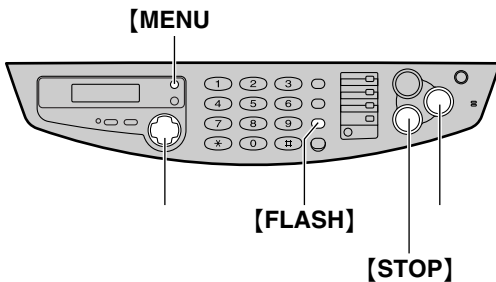
[MENU

[FLASH]

[STOP]

1 Press **[MENU]** repeatedly until the following is displayed.

```
DIRECTORY SET
PRESS STATION OR
```
⇕
```
DIRECTORY SET
PRESS NAVI.
```

2 Press **[▶]**.

```
NAME=
STORE:PRESS SET
```

3 Enter the name, up to 10 characters (see page 30 for instructions).

Example:
```
NAME=Alice
STORE:PRESS SET
```

4 Press **[SET]**.

```
NO.=
```

5 Enter the telephone number, up to 30 digits, using the dial keypad.

Example:
```
NO.=5552233
```

● If you want to enter a hyphen, press **[FLASH]**.

6 Press **[SET]**.

```
REGISTERED
```
↓
```
NAME=
STORE:PRESS SET
```

● To program other entries, repeat steps 3 to 6.

7 Press **[MENU]** to exit the program.

Helpful hint:
● For your convenience, HELP-FAX (1-800-435-7329) has been pre-programmed. If you cannot solve a problem, call using this entry (page 36). If unnecessary, you can erase it (page 35).
● You can confirm the stored entries in the telephone number list (page 79).

Note:
● When the following is displayed in step 6, you can store only 5 more entries.

```
REGISTERED
SPACE= 5 DIRS.
```

● If there is no space to store new entries, the following is displayed in step 6. Erase unnecessary entries (page 35).

```
REGISTERED
DIRECTORY FULL
```

● A hyphen or a space entered in a telephone number counts as two digits.

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character/number, and then make the correction.

To delete a character/number

Press **[◀]** or **[▶]** to move the cursor to the character/number you want to delete, and press **[STOP]**.

Automatic Dialing

Editing a stored entry

【▶】【＋】【－】   **【SET】**

1 Press **【▶】**.

```
DIRECTORY   [+ -]
```
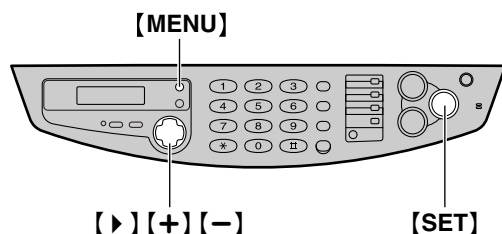
2 Press **【＋】** or **【－】** until the desired entry is
    displayed.

Example:
```
Mary
0123456
```
⇕
```
SEND:PRESS SET
EDIT:PRESS MENU
```

3 Press **【MENU】**.

Example:
```
NAME=Mary
EDIT=∗ DELETE=#
```

4 Press **【∗】**.

Example:
```
NAME=Mary
STORE:PRESS SET
```

● If you do not need to edit the name, skip
  to step 6.

5 Edit the name (see page 30 and page 33 for
    instructions).

6 Press **【SET】**.

Example:
```
NO.=0123456
```

● If you do not need to edit the telephone
  number, skip to step 8.

7 Edit the telephone number. For further
    details, see page 33.

8 Press **【SET】**.

```
REGISTERED
```

Erasing a stored entry

【MENU】

【▶】【+】【−】   **【SET】**

【STOP】

1 Press **【▶】**.

```
DIRECTORY  [+ -]
```
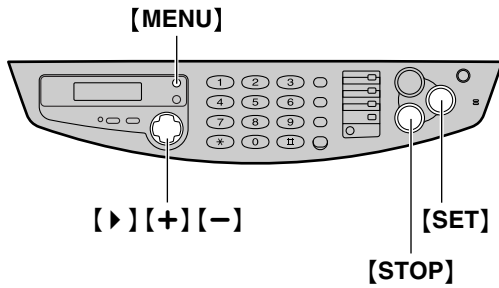
2 Press **【+】** or **【−】** until the desired entry is
displayed.

Example:
```
Peter
9876543
```
↕
```
SEND:PRESS SET
EDIT:PRESS MENU
```

3 Press **【MENU】**.

Example:
```
NAME=Peter
EDIT=* DELETE=#
```

4 Press **【♯】**.

```
DELETE OK?
YES:SET/NO:STOP
```

● To cancel erasing, press **【STOP】**.

5 Press **【SET】**.

```
         DELETED
```

● The stored name and number are
  erased.

Automatic Dialing

Making a phone call using one-touch dial and navigator directory

Before using this feature, program the desired names and telephone numbers into one-touch dial and navigator directory (page 32, 33).

Using one-touch dial

Station keys

【▶】【+】【−】
【MONITOR】
【LOWER】
【STOP】
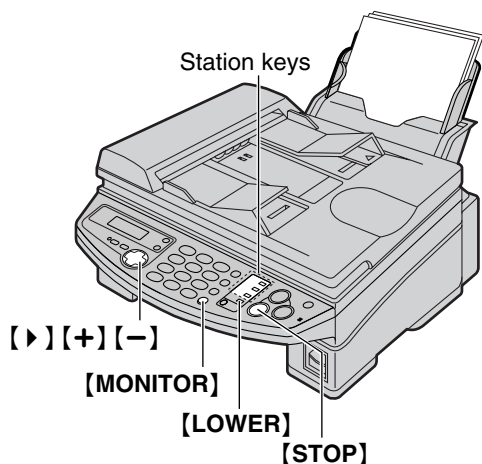
1 Press **【MONITOR】** or lift the handset.

```
TEL=
PRESS STATION OR
```
‡
```
TEL=
PRESS NAVI. [ ▶]
```

2 Select the desired station key.

For stations 1–3:

Press the desired station key.

For stations 4–6:

Press **【LOWER】**, then press the desired station key.

● The unit will start dialing automatically.

Using the directory

1 Press 【▶】.

```
DIRECTORY   [+ -]
```

2 Press 【+】 or 【−】 until the desired entry is displayed.

Example:
```
Lisa
2233445
```
‡
```
SEND:PRESS SET
EDIT:PRESS MENU
```

● If the desired name has not been stored, press **【STOP】** and dial the number manually.

3 Press **【MONITOR】** or lift the handset.
● The unit will start dialing automatically.

To search for a name by initial
Example: "Lisa"

1. Press 【▶】.
2. Press 【+】 or 【−】 to enter the directory.
3. Press 【5】 repeatedly until any name with the initial "L" is displayed (see the character table on page 30).
   ● To search for symbols (not letters or numbers), press 【✳】.
4. Press 【+】 until "Lisa" is displayed.
   ● To stop the search, press **【STOP】**.
   ● To make a call, press **【MONITOR】** or lift the handset.

Caller ID service from your phone company

This unit is compatible with the Caller ID service offered by your local telephone company. To use this feature, you must subscribe to a Caller ID service.
Change the following ring setting to 2 or more rings beforehand.

– FAX ring setting (feature #06 on page 60)

How Caller ID is displayed

The calling party's name or telephone number will be displayed after the first ring. You then have the option of whether or not to answer the call depending on the caller.
The unit will automatically store the caller information (name, telephone number and the time of the call). You can view the caller information (page 38) and print the caller ID list (page 79).

Note:
● If the unit is connected to a PBX (Private Branch Exchange) system, you may not receive the caller information. Consult your PBX supplier.
● If the unit cannot receive caller information, the following will be displayed:
  – The caller dialed from an area which does not provide Caller ID service:

```
OUT OF AREA
```

  – The caller requested not to send caller information:

```
PRIVATE CALLER
```

  – The caller made a long distance call:

```
LONG DISTANCE
```

To confirm caller information using the Caller ID list
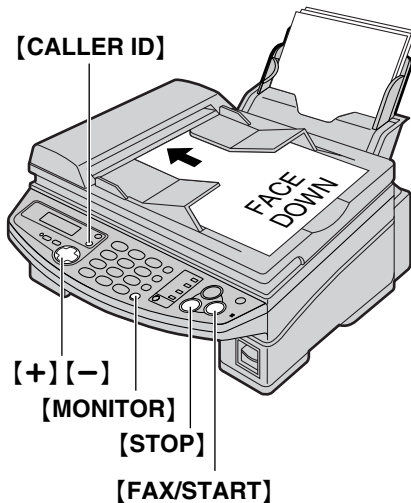The unit will store information for the most recent 30 callers.
– To print manually, see page 79.
– To print automatically after every 30 new calls, activate feature #26 (page 61).

Viewing and calling back using caller information

You can easily view caller information and call back.

Important:

● **Calling back will not be possible in the following cases:**
- **The telephone number includes data other than numbers (i.e. ✳ or #).**
- **The caller information does not include a telephone number.**

【CALLER ID】

FACE DOWN

【+】【−】
【MONITOR】
【STOP】
【FAX/START】

1 Press **【CALLER ID】**.

Example:
```
2 NEW CALLS
PRESS NAVI.[+ -]
```

2 Press **【+】** to search from the most recent caller information.
Press **【−】** to search from the oldest caller information.

3 Press **【MONITOR】** or lift the handset to call back the displayed party.
● The unit will start dialing automatically.
● To send a fax using the auto document feeder, insert the document FACE DOWN into the feeder and press **【FAX/START】**.

To change the display of the caller information

Press **【CALLER ID】** repeatedly after step 2.

Example:
```
SAM LEE
11:20AM Jul 20 ✓
```
↕
```
1345678901
11:20AM Jul 20 ✓
```

● Check mark (✓) on the display means the call has already been viewed or answered.

To stop viewing

Press **【STOP】** after step 2.

To edit the telephone number for calling back

Press **【✳】** repeatedly after step 2. Each time you press **【✳】**, the telephone number will be changed as follows:

1. 1 - Area code - Local telephone number ("1" added)

2. Local telephone number (area code omitted)

3. Area code - Local telephone number

4. 1 - Local telephone number ("1" added and area code omitted)

To send a fax using the scanner glass

1. Press **【CALLER ID】**.

2. Press **【+】** to search from the most recent caller information. Press **【−】** to search from the oldest caller information.

3. Follow steps 1-4 on page 43.

4. Press **【FAX/START】** 2 times.

Display while viewing

When the unit could not receive a name:

```
NO NAME RCVD
```

When no calls have been received:

```
NO CALLER DATA
```

Erasing caller information

Erasing all caller information
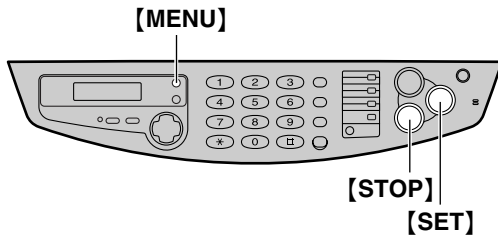
[MENU]

[STOP]
[SET]

1 Press **[MENU]** repeatedly until the following is displayed.

```
CALLER SET UP
     PRESS SET
```

2 Press **[SET]**.

```
CALL LIST ERASE
     PRESS SET
```

3 Press **[SET]**.

```
ALL ERASE OK?
YES:SET/NO:STOP
```

● To cancel erasing, press **[STOP]**, then **[MENU]**.

4 Press **[SET]**.

```
ERASE COMPLETED
```

5 Press **[STOP]** to exit the program.

Erasing specific caller information
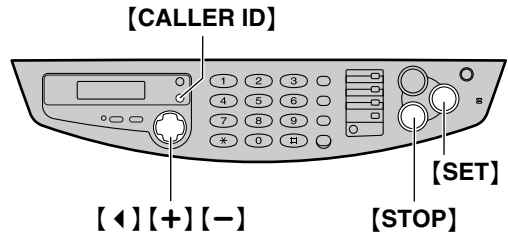
[CALLER ID]

[SET]

[◀] [+] [−]   **[STOP]**

1 Press **[CALLER ID]**.

Example:
```
2 NEW CALLS
PRESS NAVI.[+ -]
```

2 Press **[+]** or **[−]** until the desired entry is displayed.

Example:
```
SAM LEE
12:10AM Jul 20
```

3 Press **[◀]**.

```
DELETE OK?
YES:SET/NO:STOP
```

● To cancel erasing, press **[STOP]**.

4 Press **[SET]**.

```
DELETED
```

● To erase other entries, repeat step 2 to 4.

5 Press **[STOP]** to exit the program.

Storing ca   rmation into one-to   an navigator   ry

Important:
- **This feature is n   in the following cases:**
  - **The telephon   ncludes data other than numbers (i.e. ✱ or #).**
  - **The caller inf   does not include a telephone number.**

For stations 2 and 3:
1. Press the desired station key.
2. Press **[SET]**.

For stations 4–6:

1 Press **[CAL   1.**

Ex

2 Press **[→   2. Pl
displaye

3 Press **[SET]**.

3 Pres

SAM LEE
PRESS STATION OF

↕

SAM LEE
PRESS NAV

4

[±]

Sending a fax manually using the auto document feeder
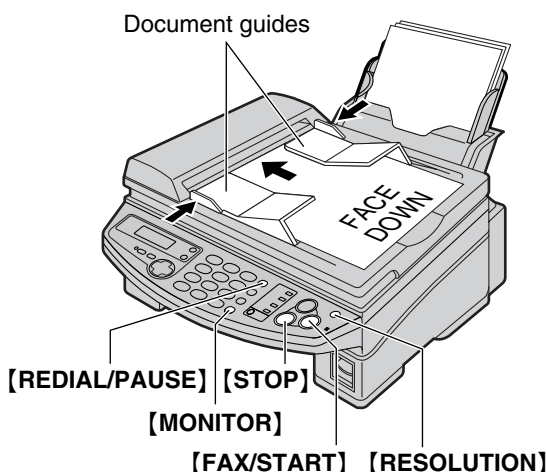
Document guides

[REDIAL/PAUSE] **[STOP]**

[MONITOR]

[FAX/START] **[RESOLUTION]**

1 Confirm that there are no documents on the scanner glass.
Adjust the width of the document guides to the size of the document.

2 Insert the document (up to 15 pages) FACE DOWN into the feeder until a single beep is heard and the unit grasps the document.

```
STANDARD
```

3 If necessary, press **[RESOLUTION]** repeatedly to select the desired resolution.

4 Press **[MONITOR]**.

```
TEL=
PRESS STATION OR
```
↕
```
TEL=
PRESS NAVI. [ ▸]
```

5 Dial the fax number.

Example: TEL=5678901

6 Start sending.

When a fax tone is heard:
Press **[FAX/START]**.

When the other party answers your call:
Lift the handset and ask them to press their start button. When the fax tone is heard, press **[FAX/START]**.

```
CONNECTING.....
        STANDARD
```

● The document will be ejected on top of the document guides.

Note:
● Do not open the document cover when sending a fax with the auto document feeder.

To select the resolution
Select the desired resolution according to the type of document.
– **"STANDARD":** For printed or typewritten originals with normal-sized characters.
– **"FINE":** For originals with small printing.
– **"SUPER FINE":** For originals with very small printing. This setting only works with other compatible fax machines.
– **"PHOTO":** For originals containing photographs, shaded drawings, etc.
● Using the "FINE", "SUPER FINE" or "PHOTO" setting will increase transmission time.
● If the resolution setting is changed during feeding, it will be effective from the next sheet.

To redial the last number
Press **[REDIAL/PAUSE]**.
● If the line is busy, the unit will automatically redial the number up to 2 times.
● During redial, the following will be displayed.

```
WAITING REDIAL
```

● To cancel redialing, press **[STOP]**.

Sending Faxes

To transmit more than 15 pages at a time
Insert the first 15 pages of the document. Add the other pages (up to 15 at a time) before the last page feeds into the unit.

Convenient way to send a fax
You can dial the fax number first before inserting the document. This is convenient if the other party's number is indicated on the document.

1. Enter the fax number.

2. Insert the document.

3. Press **【FAX/START】**.

Sending from memory (Quick scan feature)
You can scan the document into memory before sending. To use this feature, activate feature #34 on page 61.

1. Insert the document.

2. Enter the fax number.

3. Press **【FAX/START】**.

● The document will be fed into the unit and scanned into memory. The unit will then transmit the data. If the document exceeds the memory capacity, sending will be canceled and this feature will be turned off automatically. Transmit the entire document manually.

To stop transmission
Press **【STOP】**.

Sending report for confirmation
This report will provide you with a printed record of transmission results. To use this feature, activate feature #04 (page 60). For the communication message in the result column, see page 64.

Journal report
The unit stores the 30 most recent fax communication results. To print manually, see page 79. To print automatically after every 30 new fax communications, activate feature #22 (page 61). For the communication message in the result column, see page 64.

Sending a fax manually using the scanner glass

By using the scanner glass, you can send a page from booklets or small sized paper that cannot be sent with the auto document feeder.
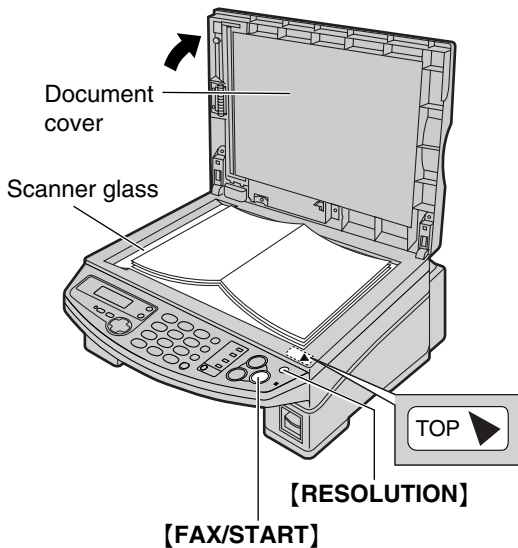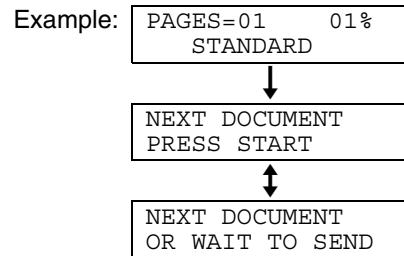
Document cover

Scanner glass

TOP ▶

【RESOLUTION】

【FAX/START】

1 Confirm that there are no documents in the auto document feeder.
Open the document cover.

2 Place the document FACE DOWN on the scanner glass, aligning the top edge of the document to the ▶ mark on the unit.

3 Close the document cover.
* If the original is a thick book, do not close the document cover.

4 If necessary, press **【RESOLUTION】** repeatedly to select the desired resolution (page 41).

5 Dial the fax number.

Example: | TEL=5678901

6 Press **【FAX/START】**.

PUT DOC ON GLASS
PRESS START

* Confirm that the document is placed correctly on the scanner glass.

7 Press **【FAX/START】**.

Example:
PAGES=01   01%
   STANDARD

↓

NEXT DOCUMENT
PRESS START

↕

NEXT DOCUMENT
OR WAIT TO SEND

* To send a single page, wait for the fax machine to start sending.
* To send multiple pages, place the next page on the scanner glass and press **【FAX/START】**.
To send more pages, repeat this operation. When you finish scanning all pages, wait for the fax machine to start sending.

Sending Faxes

Documents you can send

Using the auto document feeder

Minimum size

182 mm (7 3/16")

128 mm (5")

Maximum size

600 mm (23 5/8")

216 mm (8 1/2")

Effective scanning area

Scanned area

4 mm

4 mm

4 mm 208 mm (8 3/16") 4 mm

Document width 216 mm (8 1/2")

Document weight
- Single sheet:
  45 g/m^2 to 90 g/m^2
  (12 lb. to 24 lb.)
- Multiple sheets:
  60 g/m^2 to 75 g/m^2
  (16 lb. to 20 lb.)
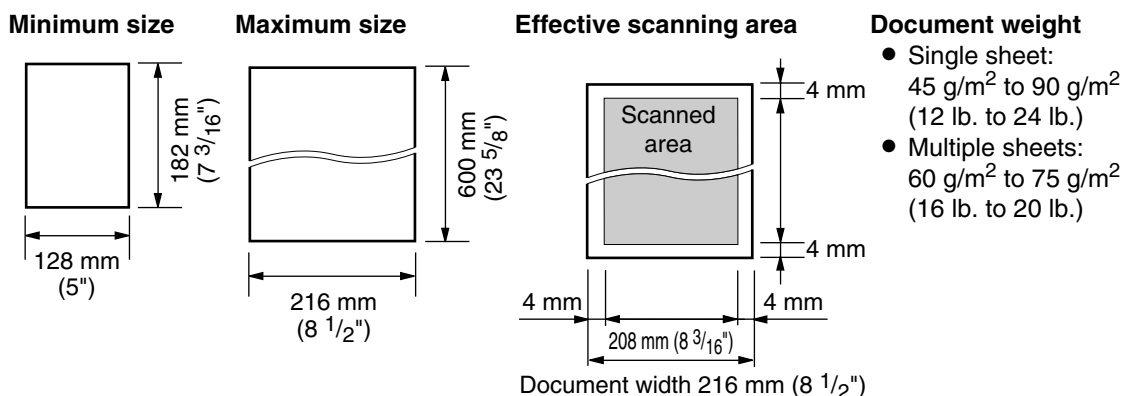
Note:
- Remove clips, staples or other similar fasteners.
- Do not send the following types of documents: (Use the scanner glass for fax transmission.)
  – Chemically treated paper such as carbon or carbonless duplicating paper
  – Electrostatically charged paper
  – Badly curled, creased or torn paper
  – Paper with a coated surface

Using the scanner glass

Effective scanning area on the scanner glass changes depending on the paper size setting (feature #16 on page 60).

When the paper size is set to "LETTER":

Scanner glass

Scanned area

4 mm

208 mm (8 3/16")

4 mm

4 mm 271 mm (10 11/16") 4 mm

When the paper size is set to "A4":

Scanner glass

Scanned area

4 mm

202 mm (7 15/16")

4 mm

5 mm 288 mm (11 3/8") 4 mm
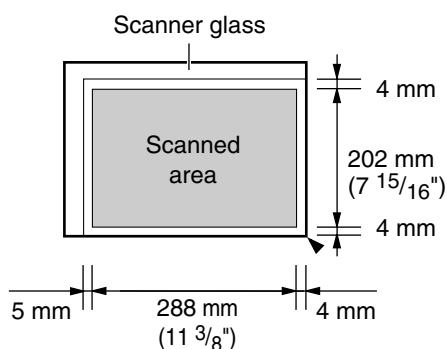
Note for the auto document feeder and the scanner glass
- Check that ink, paste or correction fluid has dried completely.
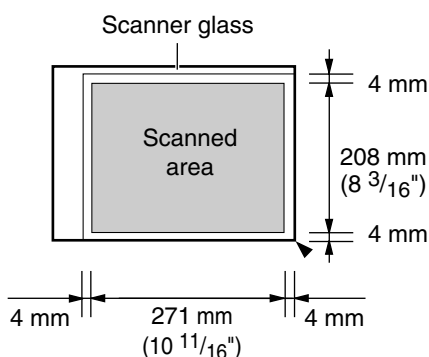- Do not send the following types of documents: (Use copies for fax transmission.)
  – Paper with a faint image
  – Paper with printing on the opposite side that can be seen through the other side (i.e. newspaper)
- To transmit the document with a width of less than standard A4 size (210 mm), we recommend transmitting the document using the scanner glass.

Sending a fax using one-touch dial and navigator directory

Before using this feature, program the desired names and telephone numbers into one-touch dial and navigator directory (page 32, 33).

Document guides

Station keys
【◀】【▶】【+】【−】

【LOWER】

【SET】
【FAX/START】

【STOP】

【RESOLUTION】

1 Confirm that there are no documents on the scanner glass.
Adjust the width of the document guides to the size of the document.

2 Insert the document (up to 15 pages) FACE DOWN into the feeder until a single beep is heard and the unit grasps the document.

```
STANDARD
```
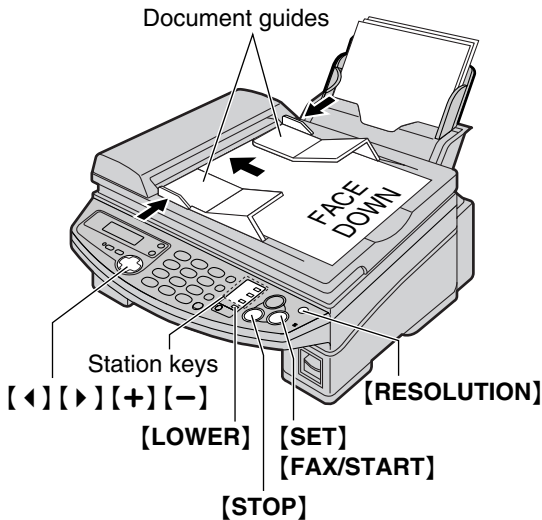
3 If necessary, press **【RESOLUTION】** repeatedly to select the desired resolution (page 41).

4 Enter the fax number.

Using stations 1–3:

Press the desired station key.

Using stations 4–6:

Press **【LOWER】**, then press the desired station key.

Using navigator directory:

Press **【◀】** or **【▶】**, then press **【+】** or **【−】** to display the desired entry and press **【SET】**.
- If the desired name has not been stored in navigator directory, press **【STOP】** and dial the number manually.

Note:
- Do not open the document cover while sending a fax with the auto document feeder.

45

Sending Faxes

To send a fax using the scanner glass

1. Confirm that there are no documents in the auto document feeder.
   Open the document cover.

2. Place the document FACE DOWN, then close the document cover.

3. Enter the fax number.

4. Press **【FAX/START】**.
   * To send a single page, wait for the fax machine to start sending.
   * To send multiple pages, place the next page and press **【FAX/START】**.
     To send more pages, repeat this operation. When you finish scanning all pages, wait for the fax machine to start sending.

Fax auto redial

If the line is busy or if there is no answer, the unit will automatically redial the number up to 2 times.

* This feature is also available for delayed transmission (feature #25 on page 61).
* During redial, the following will be displayed.

> WAITING REDIAL

* To cancel redialing, press **【STOP】**.

If your unit does not send a fax

* Confirm the stored telephone number on the display and check that the number dialed is answered by the other party's machine.
* The connecting tone will be heard during dialing to tell you the status of the other party's machine (feature #76 on page 63).

Broadcast transmission

This feature is useful for sending the same document to more than one party (up to 20 entries). First program the entries, then see page 49 for transmission.

● The broadcast function utilizes station 1. The one-touch dial function will be canceled.
● The broadcast key can accept one-touch dial and navigator entries.

Programming entries into the broadcast memory

1 Press **【MENU】** repeatedly until the following is displayed.

```
DIRECTORY SET
PRESS STATION OR
```
↕
```
DIRECTORY SET
PRESS NAVI.
```

2 Press **【BROADCAST】**.

```
STATION 1
DIAL MODE    [±]
```

3 Press **【+】** or **【–】** until the following is displayed.

```
STATION 1
BROADCAST    [±]
```

4 Press **【SET】**.

```
DIR=        [00]
NAVI.[+ -] & SET
```

5 Program entries.

Using stations 2 and 3:

Press the desired station key.

Example:
```
DIR=ANN      [01]
STORE:PRESS SET
```

Using stations 4–6:

Press **【LOWER】**, then press the desired station key.

Using navigator directory:

Press **【+】** or **【–】** until the desired entry is displayed and press **【SET】**.

6 Press **【SET】** after programming all of the desired entries.

```
REGISTERED
```
↓
```
DIRECTORY SET
PRESS STATION OR
```
↕
```
DIRECTORY SET
PRESS NAVI.
```
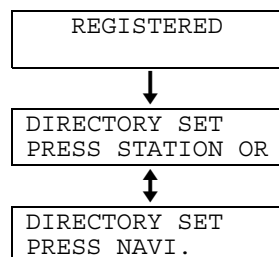
7 Press **【STOP】** to exit the program.

Note:
● If you program the wrong entry, press **【STOP】** after step 5 to erase the entry.
● Confirm the stored entries by printing a broadcast programming list (page 79).

D

g is

s

<BRO

SEND:PRESS
EDIT:PRESS ME

ENU].

```
BROADCAST
ADD=* DELETE=#
```

Press **[**

Press **[** the desired ent
you wa
● Na

Example:
```
Mary
1584372    3
```

Station 2:

Example:
```
Peter
1926553
```

ess **[SE**

```
DELETED
```

↓

```
o
23456
```
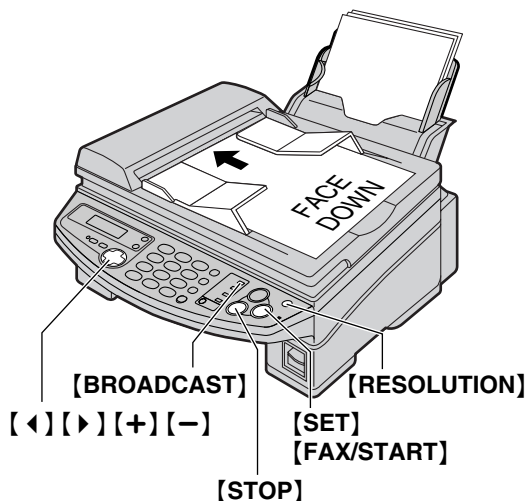
tries, repeat steps 5 to

exit the program.

4

Sending the same document to pre-programmed parties using the auto document feeder

[BROADCAST]　　**[RESOLUTION]**
[◀][▶][+][−]　　**[SET]**
　　　　　　　　　　[FAX/START]
　　　　　　[STOP]

1 Confirm that there are no documents on the scanner glass.
Insert the document FACE DOWN into the feeder.
● If necessary, press **[RESOLUTION]** repeatedly to select the desired resolution (page 41).

2 Press **[BROADCAST]**.
● You can also use the navigator key. Press **[◀]** or **[▶]**, then press **[+]** or **[−]** until the following is displayed, and press **[SET]**.

```
<BROADCAST>
```
↕
```
SEND:PRESS SET
EDIT:PRESS MENU
```

● The document will be fed into the unit and scanned into memory. The unit will then transmit the data to each entry, calling each number sequentially.
● After transmission, the stored document will be erased automatically, and the unit will automatically print a broadcast sending report.

Note:
● Do not open the document cover while sending a fax with the auto document feeder.

● If you select "FINE", "SUPER FINE" or "PHOTO" resolution, the number of pages that the unit can transmit will decrease.
● If the document exceeds the memory capacity, sending will be canceled.
● If one of the entries is busy or does not answer, it will be skipped. All skipped entries will be redialed up to 2 times after all of the other entries have been called.

To send the same document to more than one party only once
You can also select the parties for each transmission.

1. Insert the document.

2. Press **[▶]**.

3. Press **[+]** or **[−]** until the following is displayed.

```
<ONE TIME BROAD>
       PRESS SET
```

4. Press **[SET]** to start programming the entries you want to transmit to.

```
DIR=         [00]
NAVI.[+ -] & SET
```

5. Press **[+]** or **[−]** until the desired entry you want to transmit to is displayed.

Example:
```
Bill
6543210
```

6. Press **[SET]**.

Example:
```
DIR=Bill     [01]
SEND:PRESS SET
```

● To program other entries, repeat steps 5 and 6 (up to 20 entries).

7. Press **[SET]** to start transmission to the programmed entries.

Sending Faxes

To send the same document to pre-programmed parties using the scanner glass

1. Confirm that there are no documents in the auto document feeder.
   Open the document cover.

2. Place the document FACE DOWN, then close the document cover.
   - If necessary, press **【RESOLUTION】** repeatedly to select the desired resolution (page 41).

3. Press **【BROADCAST】**.

```
PUT DOC ON GLASS
PRESS START
```

   - Confirm that the document is placed on the scanner glass.

4. Press **【FAX/START】**.

Example:
```
PAGES=01    01%
     STANDARD
```
↓
```
NEXT DOCUMENT
PRESS START
```
↕
```
NEXT DOCUMENT
OR WAIT TO SEND
```

   - To send a single page, wait for the fax machine to start sending.
   - To send multiple pages, place the next page on the scanner glass and press **【FAX/START】**.
     To send more pages, repeat this operation. When you finish scanning all pages, wait for the fax machine to start sending.

To cancel the broadcast setting

1. Press **【STOP】** while the unit displays the following.

```
BROADCASTING
```

   - The display will show the following.
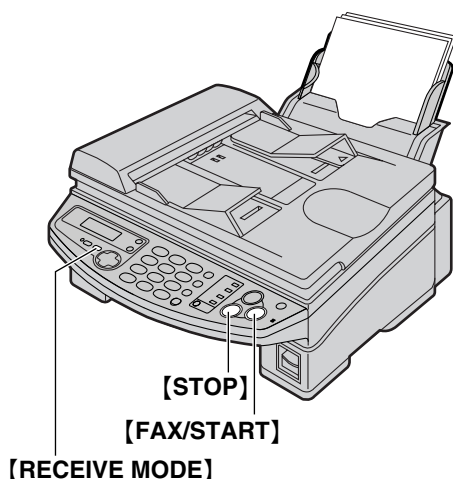
```
SEND CANCELED?
YES:SET/NO:STOP
```
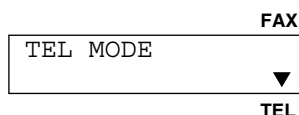
2. Press **【SET】**.

Receiving a fax manually

Activating TEL mode

To stop receiving
Press **[STOP]**.

[STOP]

[FAX/START]

[RECEIVE MODE]

Set the fax machine to TEL mode by pressing
[RECEIVE MODE] until the following is
displayed.

FAX

```
TEL MODE
                      ▼
```

TEL

How to receive calls

1 When the unit rings, lift the handset to
answer the call.

2 When document reception is required, a fax
calling tone (slow beep) is heard, or no
sound is heard, press **[FAX/START]**.

```
CONNECTING.....
```

3 Replace the handset.
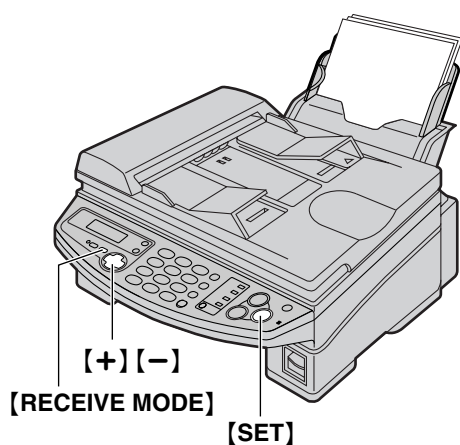● The unit will start fax reception.

Note:
● If you do not answer the call within 10 rings,
the unit will temporarily switch to fax
reception. The other party can then send a
fax.

Receiving Faxes

Receiving a fax automatically

Activating FAX ONLY mode

[+][−]
[RECEIVE MODE]
[SET]

1 Set the fax machine to FAX ONLY mode by
pressing **[RECEIVE MODE]** until the
following is displayed.

```
                              FAX
      FAX ONLY MODE    ▲
      3 RINGS
                              TEL
```
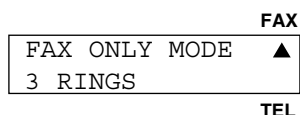
- The display will show the number of
  rings before the unit answers a call in
  FAX ONLY mode.

2 Press **[+]** or **[−]** to change the ring
setting to 2 and press **[SET]**.

How to receive calls

Just leave it. When receiving calls, the unit will
automatically answer all calls and only receive
fax documents.

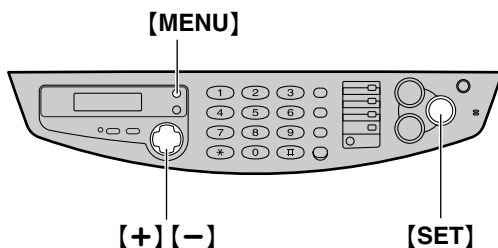# Using two or more phone numbers in a single telephone line

The Distinctive Ring service is a service offered by your local telephone company. This service provides several telephone numbers for a single telephone line, and the ring pattern differs according to which telephone number the call was addressed to. Originally, this service was designed for the purpose of allowing different ring patterns to distinguish which number the call was addressed to.

This unit distinguishes the different ring patterns. If the ring pattern is one which is assigned for a telephone, the fax machine keeps on ringing. If the ring pattern is one which assigned for a fax, the fax machine will automatically start fax reception. This service is convenient if you wish to have a different number for fax in a single telephone line.
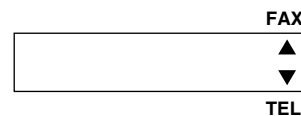
To use this service, you must subscribe to the Distinctive Ring service of your local telephone company.

Activating the Distinctive Ring feature

[MENU]

[+] [−]   **[SET]**

1 Press **[MENU]**.

```
SYSTEM SET UP
PRESS NAVI.[◄ ►]
```

2 Press **[♯]**, then **[3][1]**.

```
DISTINCTIVE RING
MODE=OFF      [±]
```

3 Press **[+]** or **[−]** to select "ON".

```
DISTINCTIVE RING
MODE=ON       [±]
```

4 Press **[SET]**.

5 Press **[MENU]**.

Note:
- While the Distinctive Ring feature is activated, the display shows the following and you cannot change the receiving mode while this feature is activated.

```
                    FAX
                     ▲
                     ▼
                    TEL
```

How to receive calls

If the incoming call is for the fax number, the fax machine will ring with the assigned ring pattern and automatically start fax reception.
If the incoming call is for the phone number, the fax machine will keep on ringing.
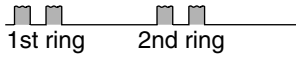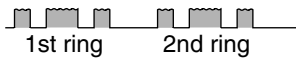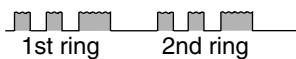
Distinctive Ring

If you use more than two phone numbers

You may wish to use more than two phone numbers for a single telephone line to distinguish which number the call was addressed to. A different ring pattern must be assigned for each number.

Example: Using three phone numbers

Telephone number	Ring pattern	Use
012 1234	Standard ring	Personal
012 5678	Double ring	Business
012 9876	Triple ring	Fax

To use one phone number for fax, program the ring pattern assigned for fax in feature #32. In the example, the ring pattern assigned for fax is triple ring, so you should program "C" (triple ring).

Ring pattern	Settings in feature #32
Standard ring (one long ring) 1st ring 2nd ring	A
Double ring (two short rings) 1st ring 2nd ring	B
Triple ring (short-long-short rings) 1st ring 2nd ring	C
Other triple ring (short-short-long rings) 1st ring 2nd ring	D

Programming the ring pattern assigned for fax

【MENU】

【+】【−】   **【SET】**
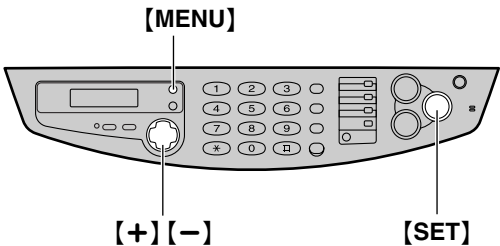
1 Press **【MENU】**.

```
SYSTEM SET UP
PRESS NAVI.[◀ ▶]
```

2 Press **【♯】**, then **【3】【2】**.

```
FAX RING PATTERN
RING=B-D      [±]
```

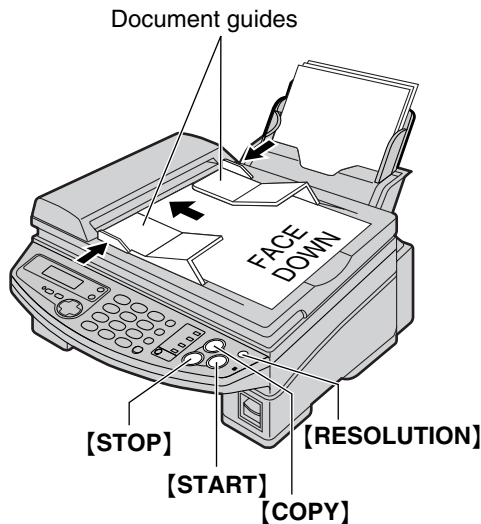**3** Press **【+】** or **【−】** to select the ring pattern assigned for fax.
   A: Standard ring (one long ring)
   B: Double ring (two short rings)
   C: Triple ring (short-long-short-rings)
   D: Other triple ring (short-short-long rings)
   B–D (default setting): For the ring pattern of B, C and D

4 Press **【SET】**.

5 Press **【MENU】**.

Making a copy

Using the auto document feeder

Document guides

[STOP]
[START]
[COPY]
[RESOLUTION]

1 Confirm that there are no documents on the scanner glass.
Adjust the width of the document guides to the size of the document.

2 Insert the document (up to 15 pages) FACE DOWN into the feeder until a single beep is heard and the unit grasps the document.

```
STANDARD
```

3 If necessary, press **[RESOLUTION]** repeatedly to select the desired resolution.

4 Press **[COPY]**.

```
NUMBER=1
COPY:PRESS START
```
↕
```
NUMBER=1
OR PRESS NAVI. ▸
```

● If necessary, enter the number of copies (up to 99).

5 Press **[START]**.
● The unit will start copying.

Note:
● Do not open the document cover when making a copy with the auto document feeder.

To select the resolution
Select the desired resolution according to the type of document.
– **"FINE":** For printed or typewritten originals with small printing.
– **"SUPER FINE":** For originals with very small printing.
– **"PHOTO":** For originals containing photographs, shaded drawings, etc.
● If you select "STANDARD", copying will be done using "FINE" mode.

Quick scan feature
This feature is helpful when you want to copy the document, then take it for other uses. To use this feature, activate feature #34 on page 61.
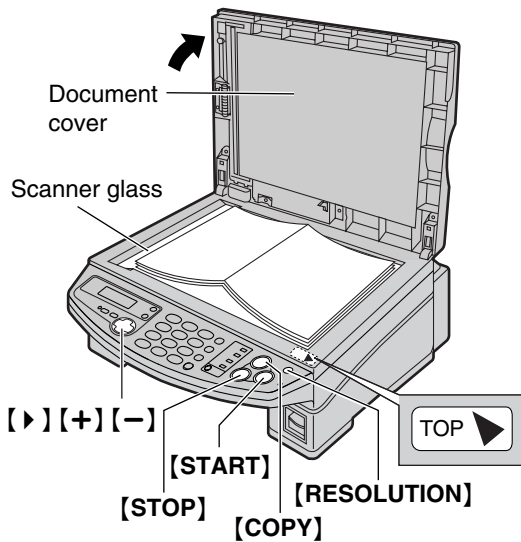● The document will be fed into the unit and scanned into memory. The unit will then print the data.
If the document exceeds the memory capacity, copying will be canceled and this feature will be turned off automatically.

To stop copying
Press **[STOP]**.

Copying

Using the scanner glass

Document cover

Scanner glass

【▶】【＋】【－】

【START】
【STOP】
【COPY】
【RESOLUTION】

TOP ▶

1 Confirm that there are no documents in the auto document feeder.
Open the document cover and place the document FACE DOWN on the scanner glass, aligning the top edge of the document to the ▼ mark on the unit.

2 Close the document cover.
● If the original is a thick book, do not close the document cover.

3 If necessary, press 【RESOLUTION】 repeatedly to select the desired resolution.

4 Press 【COPY】.

```
NUMBER=1
COPY:PRESS START
```
↕
```
NUMBER=1
OR PRESS NAVI. ▶
```

● If necessary, enter the number of copies (up to 99).

5 Press 【START】.
● The unit will start copying.

Note:
● To make a clear copy from transparencies, place a blank sheet of paper on the top of the transparency, and leave the document cover open during copying.
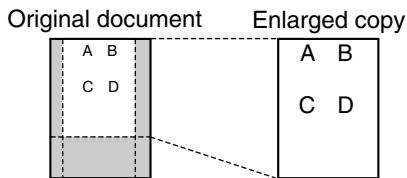
Convenient way of copying

To enlarge a document

1. Press 【 ▶ 】 after step 4 on page 55 or page 56.

```
ZOOM 100%   [+ -]
         <COLLATE>▶
```

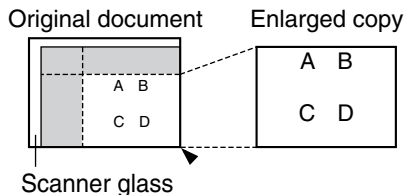2. Press 【 ＋ 】 to select "150%" or "200%", then press 【START】.

● **When using the auto document feeder,** the unit will only enlarge the center of the upper part of the document. To make an enlarged copy of the bottom of the document, turn the document around, and then make a copy.
Example: 150% enlarged copy

Original document   Enlarged copy

● **When using the scanner glass,** the unit will only enlarge the right bottom corner of the document starting from the ▼ mark on the unit.
Example: 150% enlarged copy

Original document   Enlarged copy

Scanner glass

To reduce a document

1. Press 【 ▶ 】 after step 4 on page 55 or page 56.

```
ZOOM 100%   [+ -]
         <COLLATE>▶
```

2. Press 【 ━ 】 to select "92%", "86%" or "72%", then press 【START】.
   ● See the following table for the recommended reduction rates.

Setting	Recording paper size	Original document size
100% (default)	Letter	Letter
	Legal	Letter, A4, Legal
	A4	A4, Letter
92%	Letter	A4
86%	Letter	A4
72%	Letter	Legal
	A4	Legal

Letter = 216 mm $\times$ 279 mm ($8^{1}/_{2}$" $\times$ 11")
Legal = 216 mm $\times$ 356 mm ($8^{1}/_{2}$" $\times$ 14")
A4 = 210 mm $\times$ 297 mm ($8^{1}/_{4}$" $\times$ $11^{11}/_{16}$")
● Legal sized document is available only when using the auto document feeder.

Example: 72% reduced copy

Original document   Reduced copy
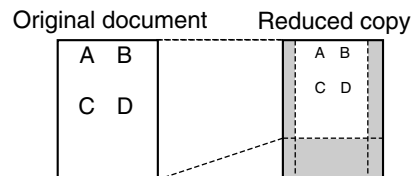
Note:
● If the appropriate reduction rate is not selected, the document may be divided and the top of the second sheet will be deleted.
● If the image at the bottom of the document is not copied when you copy a document that is the same length as the recording paper, try 92% or 86%.

Copying

To collate multiple copies

The unit can collate multiple copies in the same order as the original document pages.

Using the auto document feeder

1. After step 4 on page 55, press 【 ▶ 】 2 times.

```
COLLATE OFF[+ -]
        <NUMBER>▶
```

2. Press 【+】 or 【−】 repeatedly until the following is displayed.

```
COLLATE ON [+ -]
        <NUMBER>▶
```

3. Press 【START】.

Using the scanner glass

1. After step 4 on page 56, press 【 ▶ 】 2 times.

```
COLLATE OFF[+ -]
        <NUMBER>▶
```

2. Press 【+】 or 【−】 repeatedly until the following is displayed.

```
COLLATE ON [+ -]
        <NUMBER>▶
```

3. Press 【START】.

Example:
```
PAGES=01    01%
        FINE
```
↓
```
NEXT DOCUMENT
PRESS START
```
↕
```
NEXT DOCUMENT
OR WAIT TO COPY
```

- To copy a single page, wait for the fax machine to start copying.
- To copy multiple pages, place the next page on the scanner glass and press 【START】.
  To copy more pages, repeat this operation.
  When you finish scanning all pages, wait for the fax machine to start copying.

Example: Making 2 copies of a 4-page original document

Collated pages

Uncollated pages
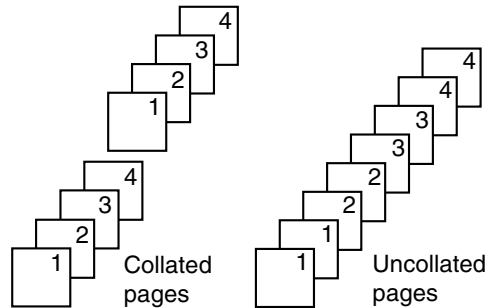
Note:

- The unit will store the documents into memory while collating the copies. If memory becomes full while storing, the unit will only print out the stored pages.
- After copying, the collating feature will turn off automatically.

Programming

The unit provides various programming features.

General programming method
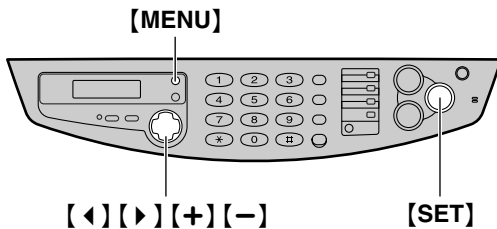
[MENU]

[◀] [▶] [+] [−]   **[SET]**

1 Press **[MENU]**.

```
SYSTEM SET UP
PRESS NAVI.[◀  ▶]
```

2 Select the feature you wish to program.

For basic features (page 60):

Press **[◀]** or **[▶]** until the desired feature is displayed.

● The current setting of the feature will be displayed.

For advanced features (page 61):

1. Press **[◀]** or **[▶]** until the following is displayed:

```
ADVANCED MODE
      PRESS SET
```

2. Press **[SET]**.
3. Press **[◀]** or **[▶]** until the desired feature is displayed.
   ● The current setting of the feature will be displayed.

3 Press **[+]** or **[−]** until the desired setting is displayed.
● This step may be slightly different depending on the feature.

4 Press **[SET]**.
● The setting you selected is set, and the next feature will be displayed.

5 To exit programming, press **[MENU]**.

Programming by entering the program code number directly

You can select a feature by directly entering the program code (# and 2-digit number) instead of using **[◀]** or **[▶]**.

1. Press **[MENU]**.
2. Press **[♯]** and the 2-digit code number.
3. Follow steps 3 to 5 on this page.

To cancel programming

Press **[MENU]** to exit the program.

Features Summary

Basic features

Code #01: Setting the date and time

```
SET DATE & TIME
       PRESS SET
```

See page 28 for details.

Code #02: Setting your logo

```
YOUR LOGO
       PRESS SET
```

See page 29 for details.

Code #03: Setting your fax number

```
YOUR FAX NO.
        PRESS SET
```

See page 31 for details.

Code #04: Printing the sending report

```
SENDING REPORT
MODE=ERROR    [±]
```

To print and check the sending report for fax transmission results (page 42).

ERROR (default): The sending report will be printed only when fax transmission fails.

ON: The sending report will be printed out after every transmission.

OFF: The sending report will not be printed out.

Code #06: Changing the ring setting in FAX ONLY mode

```
FAX RING COUNT
RINGS=3       [±]
```

To change the number of rings before the unit answers a call in FAX ONLY mode.
You can select from **1**, **2**, **3 (default)**, **4** and **5 EXT.TAM**. If you are using the unit with an answering machine, set to "5 EXT.TAM".

Code #12: Securing the remote operation for the answering machine

```
REMOTE TAM ACT.
MODE=OFF      [±]
```

If you are using the unit with an answering machine, activate this feature, and program the remote activation ID to secure the remote operation for the answering machine.

1. Follow steps 1 and 2 on page 59.
2. Press 【+】 or 【–】 to select "ON".
3. Press 【SET】.
4. Enter your ID from 1 to 5 digits, using 0–9, ✱ and #.
   ● The default ID is "**11**".
5. Press 【SET】.
6. Press 【MENU】.

Code #13: Setting the dialing mode

```
DIALING MODE
MODE=TONE     [±]
```

If you cannot dial, change this setting depending on your telephone line service.

TONE (default): For tone dial service.

PULSE: For rotary pulse dial service.

Code #16: Setting the recording paper size

```
PAPER SIZE
=LETTER       [±]
```

LETTER (default): Letter or legal size paper.

A4: A4 size paper.

Code #17: Setting the ringer pattern

```
RINGER PATTERN
MODE=A        [±]
```

You can select from **A (default)**, **B** and **C**. The selected ringer pattern will sound during setting.

Advanced features

Code #22: Setting the journal report to print automatically

```
AUTO JOURNAL
MODE=ON       [±]
```

ON (default): The unit will print the journal report automatically after every 30 new fax communications (page 42).

OFF: The unit will not print the journal report, but keep records of the last 30 fax communications.

Code #23: Sending documents overseas

```
OVERSEAS MODE
MODE=ERROR    [±]
```

If you have difficulty sending an overseas fax, activate this feature before starting transmission. This feature makes sending documents easier as the transmission speed is slowed down.

● This feature is not available for broadcast transmission.
● The calling charge may be higher.

NEXT FAX: This setting is effective only for the next attempted fax transmission. After transmission, the unit will return to the previous setting.

ERROR (default): When the previous fax transmission fails and you wish to redial the same number.

OFF: Deactivates this feature.

Code #25: Sending a fax at a specific time

```
DELAYED SEND
MODE=OFF      [±]
```

This feature allows you to take advantage of low-cost calling hours offered by your telephone company. This feature can be set up to 24 hours in advance of the desired time.
To send a document:

1. Insert the document into the auto document feeder.
2. Follow steps 1 and 2 on page 59.
3. Press 【+】 or 【–】 to select "ON".
4. Press 【SET】.
5. Enter the fax number.
6. Press 【SET】.
7. Enter the transmission start time.
   ● Press 【*】 to select "AM" or "PM".
8. Press 【SET】.
9. Press 【MENU】.

● To cancel after programming, press 【STOP】 then 【SET】.

Code #26: Setting the Caller ID list to print automatically

```
AUTO CALL. LIST
MODE=ON       [±]
```

ON (default): The unit will print the Caller ID list automatically after every 30 new calls (page 37).

OFF: The unit will not print the Caller ID list, but keep records of the last 30 caller information.

Code #31: Activating the Distinctive Ring feature

```
DISTINCTIVE RING
MODE=OFF      [±]
```

See page 53 for details.

Code #32: Setting the ring pattern for Distinctive Ring feature

```
FAX RING PATTERN
RING=B-D      [±]
```

See page 54 for details.

Code #34: Setting the quick scan

```
QUICK SCAN
MODE=OFF      [±]
```

This feature is helpful when you want to remove the document for other uses, because the unit will release the document before sending/copying.

● If the document exceeds the memory capacity, sending/copying will be canceled and this feature will be turned off automatically.

ON: The unit will scan the document and store it into memory first, then the unit will start sending/copying.

OFF (default): Deactivates this feature.

Features Summary

Code #36: Receiving oversized documents

```
RCV REDUCTION
MODE=92%      [±]
```

If the size of the document sent by the other party is as large as, or larger than the recording paper, the unit can reduce the document and print it. Select the desired reduction rate.

Setting	Recording paper size	Original document size
100%	Legal	Letter, A4
	A4	Letter
92% (default)	Letter	Letter
	Legal	Legal
	A4	A4
86%	Letter	A4
72%	Letter	Legal
	A4	Legal

Code #39: Changing the display contrast

```
LCD CONTRAST
MODE=NORMAL   [±]
```

NORMAL (default): For normal contrast.

DARKER: Used when the display contrast is too light.

Code #40: Setting the silent detection

```
SILENT DETECT.
MODE=OFF      [±]
```

If you use the unit with an answering machine and wish to receive faxes from older model fax machines, activate this feature.

ON: If the other party's fax machine does not send a fax calling tone, activate this feature. The unit detects a silent pause and activates the fax function.

OFF (default): If you use an answering machine to give greeting messages and record incoming messages on a single cassette tape, deactivate this feature.

Code #41: Changing the fax activation code

```
FAX ACTIVATION
MODE=ON       [±]
```

If you use an extension telephone and wish to use it to receive a fax, activate this feature and program the activation code.

1. Follow steps 1 and 2 on page 59.
2. Press **【+】** or **【−】** to select "ON".
3. Press **【SET】**.
4. Enter your code from 2 to 4 digits, using 0–9 and ✳.
   - The default code is "✳9".
   - Do not enter "0000".
5. Press **【SET】**.
6. Press **【MENU】**.

Code #44: Setting the memory reception alert

```
RECEIVE ALERT
MODE=ON       [±]
```

To alert you with a beeping sound when a received fax document is stored into memory due to some existing problem.
If you are alerted by a slow beeping sound, clear the printing problem and make sure the unit is supplied with enough paper to print the stored document. The beeps will stop.

ON (default): You will hear a beeping sound.

OFF: Deactivates this feature.

Code #46: Setting the friendly reception

```
FRIENDLY RCV
MODE=ON       [±]
```

To receive a fax automatically when you answer a call and hear a fax calling tone (slow beep).

ON (default): You do not have to press **【FAX/START】** for fax reception.

OFF: You have to press **【FAX/START】** for fax reception.

Code #76: Setting the connecting tone

```
CONNECTING TONE
MODE=ON      [±]
```

If you often have trouble when sending a fax, this feature allows you to hear connecting tones; fax tone, ring back tone and busy tone. You can confirm the status of the other party's machine.

● If the ring back tone continues, the other party's machine may not be a facsimile or may have run out of paper. Check with the other party.
● The connecting tone volume cannot be adjusted.

ON (default): You will hear connecting tones.

OFF: Deactivates this feature.

Code #80: Resetting advanced features to their default settings

```
SET DEFAULT
RESET=NO     [±]
```

To reset the advanced features:

1. Press 【MENU】.
2. Press 【♯】, then 【8】【0】.
3. Press 【+】 or 【−】 to select "YES".
4. Press 【SET】.
5. Press 【SET】 again.
6. Press 【MENU】.

Error Messages

Reports

If your unit cannot send a fax, check the following:
– The number you dialed is correct.
– The other party's machine is a facsimile.

If the problem remains, correct it by following the communication message printed on the sending and journal reports (page 42).

COMMUNICATION ERROR
(Code: 40-42, 46-72, FF)
● A transmission or reception error occurred. Try again or check with the other party.

COMMUNICATION ERROR
(Code: 43, 44)
● A line problem occurred. Connect the telephone line cord to a different jack and try again.
● An overseas transmission error occurred. Try using the overseas mode of feature #23 (page 61).

DOCUMENT JAMMED
● The document is jammed. Remove the jammed document (page 73).

ERROR-NOT YOUR UNIT
(Code: 54, 59, 70)
● A transmission or reception error occurred because of a problem with the other party's fax machine. Check with the other party.

MEMORY FULL
● The document was not received as a result of the memory being full.

NO DOCUMENT
● The document was not fed into the unit properly. Reinsert the document and try again.

OTHER FAX NOT RESPONDING
● The other party's fax machine is busy or has run out of recording paper. Try again.
● The document was not fed properly. Reinsert the document and try again.
● The other party's fax machine rings too many times. Send the fax manually (page 41).
● The other party's machine is not a facsimile. Check with the other party.
● The number you dialed is not in service.

PRESSED THE STOP KEY
● 【STOP】 was pressed and fax communication was canceled.

THE COVER WAS OPENED
● The printer cover was opened. Close it and try again.

OK
● Fax communication was successful.

For fax advantage assistance, call 1-800-435-7329.

Display

If the unit detects a problem, one or more of the following messages will appear on the display.

CALL SERVICE

● There is something wrong with the unit. Contact our service personnel.

CARRIAGE ERROR
↕
RELEASE
SHIPPING LOCK

● The shipping lock is locked. Unlock the shipping lock (page 10). If the display messages still remain after unlocking, there is something wrong with the carriage sensor. Contact our service personnel.

CHECK ADF CABLE

● The ADF cable is not connected correctly. Check the connection (page 9).

CHECK DOCUMENT

● The document was not fed into the unit properly. Reinsert the document. If misfeeding occurs frequently, clean the document feeder rollers (page 75) and try again.
● Attempted to transmit a document longer than 600 mm. Press **【STOP】** to remove the document. Divide the document into two or more sheets and try again.

CHECK MEMORY

● The memory (telephone numbers, parameters, etc.) has been erased. Re-program.

CHECK PAPER

● The recording paper is not installed or the unit has run out of paper. Install paper and press **【SET】** to clear the message.
● The recording paper was not fed into the unit properly (page 72). Reinstall paper (page 14) and press **【SET】** to clear the message.

● The recording paper has jammed near the recording paper entrance. Clear the jammed paper (page 70) and press **【SET】** to clear the message. Do not install folded or heavily curled paper.

CLOSE ADF COVER

● The ADF cover is open. Close it.

COVER OPEN

● The printer cover is open. Close it.

DIRECTORY FULL

● There is no space to store new entries in navigator directory. Erase unnecessary entries (page 35).

FAX IN MEMORY

● The unit has a document in memory. See the other displayed message instructions to print out the document.

FAX MEMORY FULL

● The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper (page 14) or clear the jammed paper (page 70).
● When performing memory transmission, the document being stored exceeds the memory capacity of the unit. Transmit the entire document manually.

FILM EMPTY

● The film is empty. Replace the film with a new one (page 11).
● The ink film is slack. Tighten it (page 12) and install again.

Error Messages

```
MEMORY FULL
```

● When making a copy, the document being stored exceeds the memory capacity of the unit. Press **[STOP]** to clear the message. Divide the document into sections.

```
MODEM ERROR
```

● There is something wrong with the modem circuit. Contact our service personnel.

```
NO FAX REPLY
```

● The other party's fax machine is busy or has run out of recording paper. Try again.

```
OPEN CABINET
CHECK FILM SLACK
```
↕
```
OPEN CABINET
CHECK FILM TYPE
```

● The ink film is empty. Replace the ink film with a new one (page 11).
● The ink film is not installed. Install it (page 11).
● The ink film is slack. Tighten it (page 12).
● The fax machine is positioned near appliances such as TVs or speakers which generate an intense magnetic field.

```
PAPER JAMMED
```

● A recording paper jam occurred. Clear the jammed paper (page 70).

```
PLEASE WAIT
```

● The unit is checking that there is no slack on the ink film. Wait for a moment while the check is completed.

```
REDIAL TIME OUT
```

● The other party's fax machine is busy or has run out of recording paper. Try again.

```
REMOVE DOCUMENT
```

● The document is jammed. Remove the jammed document (page 73).

```
TRANSMIT ERROR
```

● A transmission error occurred. Try again.

```
UNIT OVERHEATED
```

● The unit is too hot. Let the unit cool down.

For fax advantage assistance, call 1-800-435-7329.

When a function does not work, check here

General

I cannot make and receive calls.
- The power cord or telephone line cord is not connected. Check the connections.
- If you used a splitter to connect the unit, remove the splitter and connect the unit to the wall jack directly. If the unit operates properly, check the splitter.

I cannot make calls.
- The dialing mode setting is wrong. Change the setting of feature #13 (page 60).

The unit does not work.
- Disconnect the unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your telephone company.

The unit does not ring.
- The ringer volume is set to off. Adjust it (page 27).

The unit displays the following though the paper is inserted.

```
CHECK PAPER
```

- The paper is inserted halfway. Insert it correctly (page 14) and press **[SET]** to clear the message.

The other party complains they only hear a fax tone and cannot talk.
- FAX ONLY mode is set. Tell the other party the number is only used for faxes.
- Change to TEL mode by pressing **[RECEIVE MODE]**.
- If you use a Distinctive Ring service, make sure you have set the same ring pattern assigned by the telephone company (page 53).

The receiving mode does not function properly.
- A Distinctive Ring of feature #31 is set (page 53).

The [REDIAL/PAUSE] button does not function properly.
- If this button is pressed during dialing, a pause will be inserted. If pressed immediately after a dial tone is obtained, the last number dialed will be redialed.

During programming, I cannot enter the code or ID number.
- All or part of the numbers are the same. Change the number of features #12 (page 60) and #41 (page 62).

The ink film runs out quickly.
- The help printing function, copy function, and reports also use ink film.

The unit beeps.
- Recording paper or ink film has run out. Press **[STOP]** to stop the beeps and install paper/ink film.

Whenever I try to retrieve my voice mail messages, the retrieval is interrupted by the fax tone.
- You are probably entering ✱98 or ✱99 to retrieve your messages. ✱9 is the default setting for the fax activation code. If you use a voice mail service, set the fax activation feature to off or reprogram the activation code (feature #41 on page 62).

Fax – sending

I cannot send documents.
- The telephone line cord is connected to the EXT jack on the unit. Connect to the LINE jack (page 15).
- The other party's fax machine is busy or has run out of recording paper. Try again.
- The other party's machine is not a facsimile. Check with the other party.
- The other party's fax machine rings too many times. Send the fax manually (page 41).

The other party complains that letters on their received document are distorted or not clear.
- If your line has special telephone services such as call waiting, the service may have been activated during fax transmission. Connect the unit to a line that does not have these services.
- The extension telephone on the same line is off the hook. Hang up the extension telephone and try again.

● Try copying the document. If the copied image is clear, there may be something wrong with the other party's machine.

The other party complains that smudges or black lines appear on their received document.

● The white plate or scanner glass are dirty. Clean them (page 74).

I cannot send a fax overseas.

● Use the overseas transmission mode of feature #23 (page 61).
● Add two pauses at the end of the telephone number or dial manually.

Fax – receiving

I cannot receive documents.

● The telephone line cord is connected to the EXT jack on the unit. Connect to the LINE jack (page 15)
● When you have a single telephone line and subscribe to a voice mail service, you must also subscribe to a Distinctive Ring service (page 53).

I cannot receive documents automatically.

● The receiving mode is set to TEL mode. Set to FAX ONLY mode by pressing 【RECEIVE MODE】.
● The time taken to answer the call is too long. Decrease the number of rings of feature #06 (page 60).

The display shows the following, but faxes are not received.

```
CONNECTING.....
```

● The incoming call is not a fax. Change the receiving mode to TEL mode by pressing 【RECEIVE MODE】.

A blank sheet is ejected.

● If a blank sheet is ejected after the received document is printed out, the receiving reduction rate is not programmed correctly. Program the proper rate in feature #36 (page 62).
● The other party placed the document in their fax machine the wrong way. Check with the other party.

A white line or a smudge appears on your recording paper.

● The thermal head is dirty. Clean it (page 76).

The printing quality is poor.

Note:
Please do not reuse the ink film!
Replace with Model No. KX-FA94 replacement film. Refer to page 6 for further details.

● The other party sent a faint document. Ask them to send a clearer copy of the document.
● The thermal head is dirty. Clean it (page 76).
● Some paper has instructions recommending which side to print on. Try turning the paper over.
● You may have used paper with a cotton and/or fibre content that is over 20%, such as letterhead or resume paper. We recommend smooth paper such as Hammermill Jet Print for clearer printing.

The other party complains that they cannot send a document.

● The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper (page 14) or clear the jammed paper (page 70).

Receiving mode

I cannot select the desired receiving mode.

● If you want to set FAX ONLY mode, press 【RECEIVE MODE】 repeatedly until FAX ONLY mode is displayed.
● If you want to set TEL mode, press 【RECEIVE MODE】 repeatedly until TEL mode is displayed.
● The Distinctive Ring of feature #31 is activated (page 53).

The other party complains that they cannot send a document.

● The unit is not in FAX ONLY mode. Press 【RECEIVE MODE】 repeatedly until FAX ONLY mode is displayed.

Copying

The unit does not make a copy.

● You cannot make a copy during programming. Make the copy after programming or stop programming.

A black line, a white line or a smudge appears on the copied document.

● The white plate or scanner glass are dirty. Clean them (page 74).

The copied image is distorted.

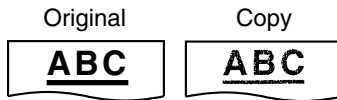● The thermal head is dirty. Clean it (page 76).

The printing quality is poor.

Note:

Please do not reuse the ink film!
Replace with Model No. KX-FA94 replacement film. Refer to page 6 for further details.

Original	Copy
A̲B̲C̲	A̲ B̲ C̲

- Some paper has instructions recommending which side to print on. Try turning the paper over.
- You may have used paper with a cotton and/or fibre content that is over 20%, such as letterhead or resume paper. We recommend smooth paper such as Hammermill Jet Print for clearer printing.

Using an answering machine

I cannot receive documents automatically.
- Your greeting message on the answering machine is too long. Shorten the message. Record a message up to 10 seconds long.
- The answering machine rings too many times. Set to 1 or 2 rings.

I cannot receive voice messages.
- Check if the answering machine is turned on and connected to the fax machine properly.
- Set the number of rings on the answering machine to 1 or 2.

I cannot retrieve recorded voice messages on the answering machine from a remote location.
- You did not program your remote access code into your fax machine correctly. Program the same code that is programmed on the answering machine on the fax machine with feature #12 (page 60).

I pressed the remote access code to access the answering machine remotely, but the line was disconnected.
- The code may include "#" which is used for certain features provided by telephone companies. Change the code on the answering machine to another number which does not include "#". Also change the code of the fax machine with feature #12 (page 60).

Callers complain that they cannot send a document.
- Your answering machine has run out of recording tape. Rewind the tape to record messages.
- You set the answering machine to only give a greeting message.

If a power failure occurs

- The unit will not function.
- The unit is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.
- Fax transmission and reception will be interrupted.
- If the delayed transmission (feature #25 on page 61) is programmed and the start time is passed during a power failure, transmission will be attempted soon after power is restored.
- If any fax documents are stored in the memory, they will be lost. When power is restored, a power down report will be printed out stating which contents in the memory have been erased.
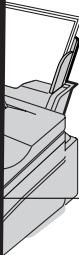
Jam

Reco... r jam

When ... aper has jamme...

The displa... g.

```
R JAMMED
```

1 If eje... n the paper
stack...

2 Press... er open button
(①). ... (②).

3 Remove the jammed paper carefully by
pulling it toward you.

**When the recording paper has jammed
under the roller:**

**When the recording paper has jammed
and wrapped around the roller:**

**When the recording paper has jammed
near the exit guide:**

For fax advantage assistance, call 1-800-435-7329.

vn on

per

sion

inse

• a

Jams

When the recording paper was not fed into the unit properly

The display will show the following.

```
CHECK PAPER
```

Remove the recording paper and straighten. Pull the tension plate forward and hold open while inserting paper.
Press **[SET]** to clear the message.

Tension plate

[SET]

For fax advantage assistance, call 1-800-435-7329.
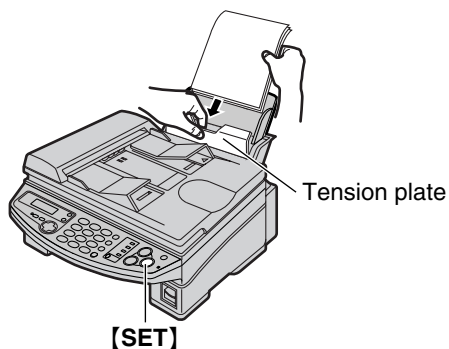
Document jams – sending

1 Lift, and hold open the ADF cover. Remove the jammed document carefully.
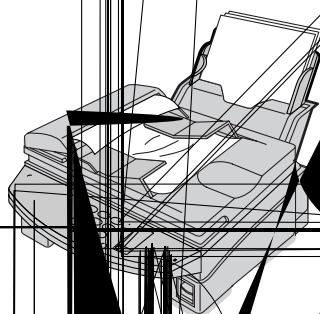
- Do not p■■■ ■ the ja■med do■■
  forcibly ■■ ■■ ■■ing ■he ADF ■
- If you ca■■ ■ ■ho■e the jamm■
  docume■ ■ ■■t ■ documen■
  remove ■■■ ■■■ent, then ■
  docume■

2 ■■■■■

Cleaning
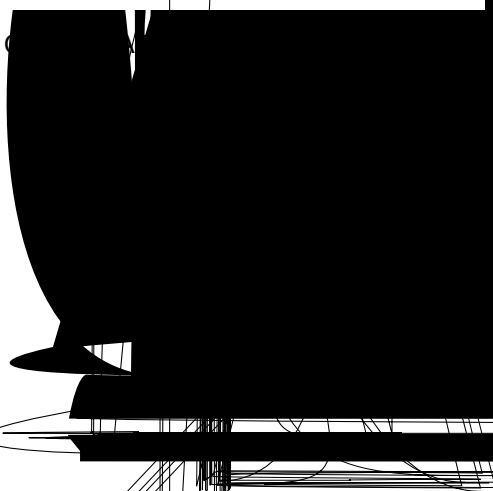
White plate and scanner glass

If a black line, a white line or a smudge appears on your recording paper, on your original, or on the fax document received by the other party, clean the white plate and scanner glass.

1 Open the document cover. Clean the white plate and scanner glass with a soft and dry cloth.

White plate

Document cover
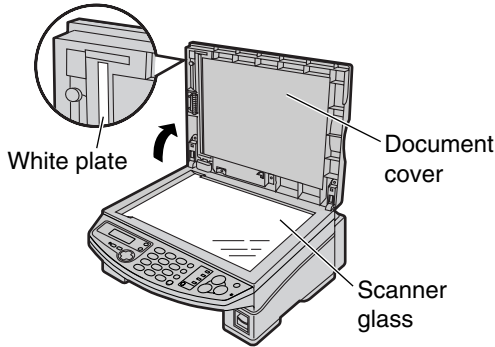
Scanner glass

2 Close the document cover.

Attaching the white sheet to the document cover

If the white sheet is detached from the document cover when cleaning, place the white sheet on the scanner glass with fastener facing up, aligning the top edge of the white sheet to the ▶ mark on the unit, and close the document cover.

Rubber

Fastener

TOP ▼

White sheet

For fax advantage assistance, call 1-800-435-7329.
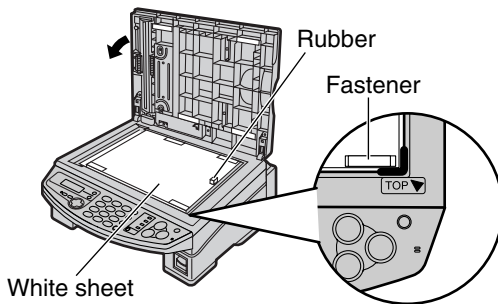
Document feeder rollers

If misfeeding of your original occurs frequently, clean the document feeder rollers.

1 Lift, and hold open the ADF cover.
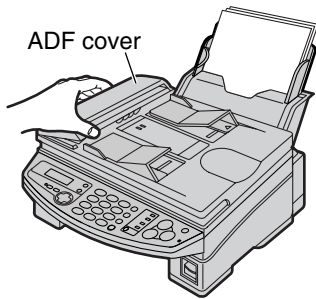
ADF cover

2 Clean the document feeder rollers with a soft and dry cloth.

Document feeder rollers
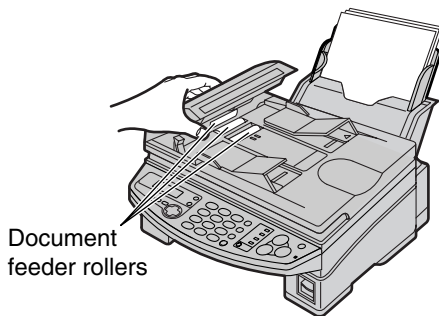
3 Close the ADF cover.

ADF cover
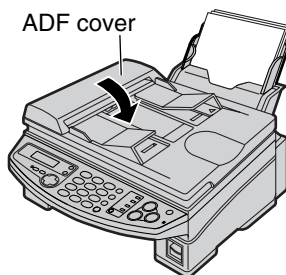
Cleaning

Thermal head and roller shaft

If smudges or black/white bands appear on a copied or received document, check whether there is dust on the thermal head and roller shaft, and clean the thermal head and roller shaft to remove the dust.

1 If ejected paper is stacked on the paper stacker, remove it.

Paper stacker

Ejected paper

2 Disconnect the power cord and the telephone line cord.
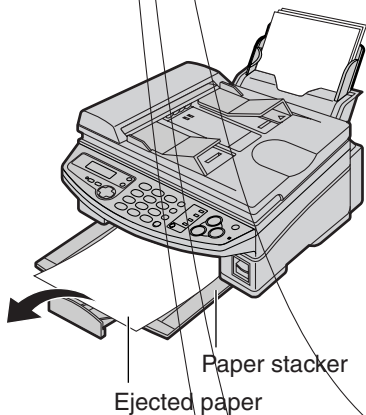
Power cord

Telephone line cord
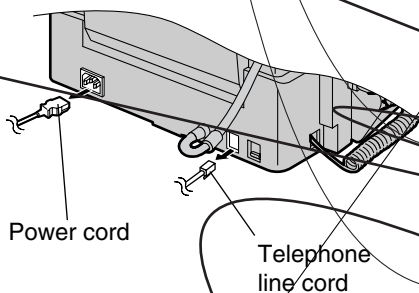
3 Press down the printer cover open button (①). Open the printer cover (②).
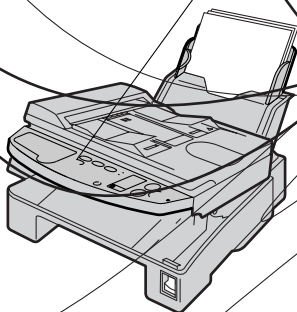
4 Remove the ink film and clean the thermal head with a cloth moistened with isopropyl rubbing alcohol, and let it dry thoroughly. Replace the ink film.
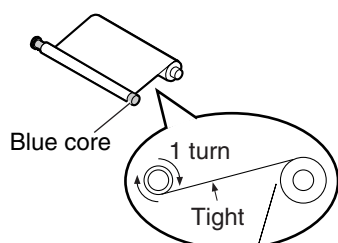
Caution:
- **To prevent a malfunction due to static electricity, do not use a dry cloth and do not touch the thermal head directly.**
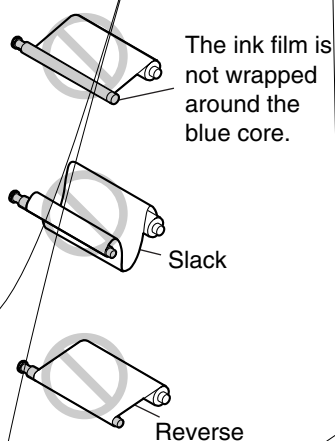
5 Turn the gear of blue core in the direction of the arrow.

For fax advantage assistance, call 1-800-435-7329.

- Make sure that the ink film is wrapped around the blue core at least once.

Correct

Blue core

1 turn

Tight

Incorrect

The ink film is not wrapped around the blue core.

Slack

Reverse

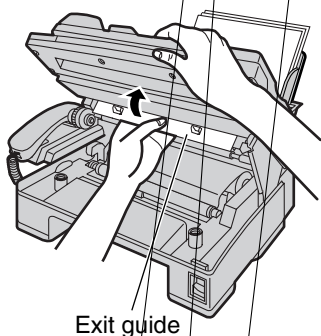**6** Lift two locks (①), lower the exit guide to unlock the two locks (②) and open the exit guide (③).

②

7 Clean the roller shaft with a cloth moistened with isopropyl rubbing alcohol, and let it dry thoroughly.
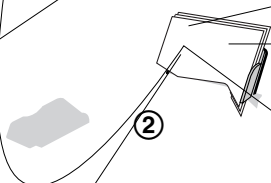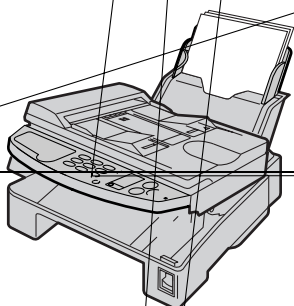
Cleaning

8 Close the exit guide.

Exit guide

9 Close the printer cover by pushing down on both sides until locked.

10 Connect the power cord and the telephone line cord.

For fax advantage assistance, call 1-800-435-7329.

Reference lists and reports

You can print out the following lists and reports for your reference.

Setup list:
provides you with the current settings of the basic and advanced programming features (page 60, 61).

Telephone number list:
provides you with names and telephone numbers which are stored in one-touch dial and navigator directory.

Journal report:
keeps records of fax transmission and reception. This report will be printed automatically after every 30 fax communications (feature #22 on page 61).
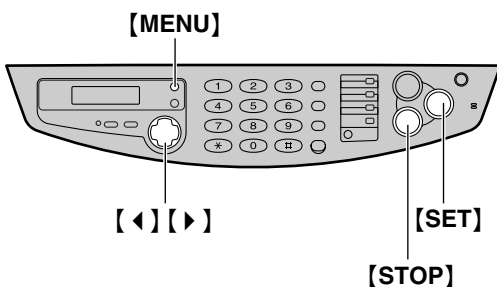
Printer test list:
allows you to check the print quality of your unit. If the test print has a smudge, or blurred points or lines, clean the thermal head (page 76).

Broadcast programming list:
provides you with entries which are stored in the broadcast feature (page 47).

Caller ID list:
keeps records of the last 30 callers after subscribing to a Caller ID service. This report will be printed automatically after every 30 callers (feature #26 on page 61).

[MENU]

[◀] [▶]

[SET]

[STOP]

1 Press **[MENU]** repeatedly until the following is displayed.

```
PRINT REPORT
PRESS NAVI.[◀ ▶]
```

2 Press **[◀]** or **[▶]** until the desired item is displayed.

```
SETUP LIST
        PRESS SET
```

```
TEL NO. LIST
        PRESS SET
```

```
JOURNAL REPORT
        PRESS SET
```

```
PRINTER TEST
        PRESS SET
```

```
BROADCAST LIST
        PRESS SET
```

```
CALLER ID LIST
        PRESS SET
```

3 Press **[SET]** to start printing.

```
PRINTING
```

- To stop printing, press **[STOP]**.
- After printing, the printed item will be displayed.

4 Press **[MENU]**.

openLCR service for the Caller IQ feature

This unit is compatible with service provided by openLCR.

● **If you have any questions regarding the openLCR service, call openLCR's customer service department at 1-866-openLCR (1-866-673-6527).**

● **NEITHER KYUSHU MATSUSHITA ELECTRIC CO., LTD. (KME) NOR MATSUSHITA ELECTRIC CORPORATION OF AMERICA (MECA) IS IN ANY WAY AFFILIATED WITH, OR RESPONSIBLE FOR THE ACTS OR OMISSIONS OF, OPENLCR.COM, INC. (OPENLCR). NEITHER KME NOR MECA NOR ANY OF THEIR EMPLOYEES OR AFFILIATES OR CUSTOMERS MAKE ANY WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, TO ANY CUSTOMER OR ANY OTHER THIRD PARTY WITH RESPECT TO ANY OF THE SERVICES PROVIDED BY OPENLCR, NOR ASSUME NOR CREATE ANY OTHER OBLIGATION OF ANY KIND ON BEHALF OF OPENLCR.**

● If you subscribe to openLCR service, the unit will start the first download of the rate table to your fax machine and the Caller IQ feature will be automatically turned on. The CALLER IQ indicator will stay on. No special dialing or button pressing is necessary to place a long distance call with the Caller IQ feature.

If you do not wish to use the Caller IQ feature, you can turn it off temporarily.

To turn the Caller IQ feature from ON to OFF
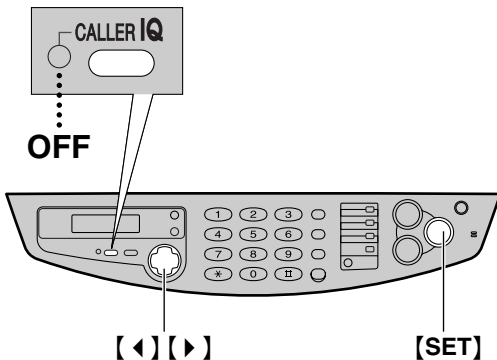
OFF

[◀][▶]   **[SET]**

1 Press **[CALLER IQ]**.

```
CALLER IQ
PRESS NAVI.[◀ ▶]
```

2 Press **[◀]** or **[▶]** until the following is displayed or press **[0]**.

```
 TO DISABLE LCR
PRESS "3", SET
```
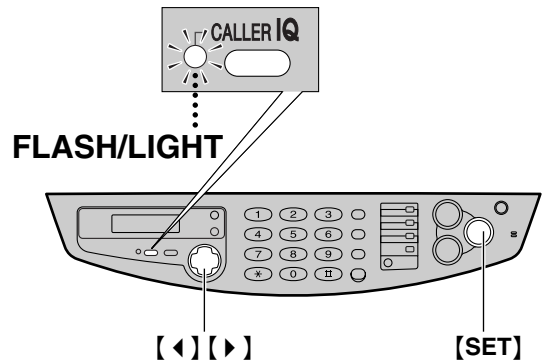
3 Press **[3]**.

```
 TO DISABLE LCR
PRESS SET
```

4 Press **[SET]**.

```
LCR IS OFF
```

● The CALLER IQ indicator will turn off.

To turn the Caller IQ feature from OFF to ON

FLASH/LIGHT

[◀][▶]   **[SET]**

1 Press **[CALLER IQ]**.

```
CALLER IQ
PRESS NAVI.[◀ ▶]
```

2 Press **[◀]** or **[▶]** until the following is displayed or press **[0]**.

```
 TO ENABLE LCR
PRESS "1", SET
```

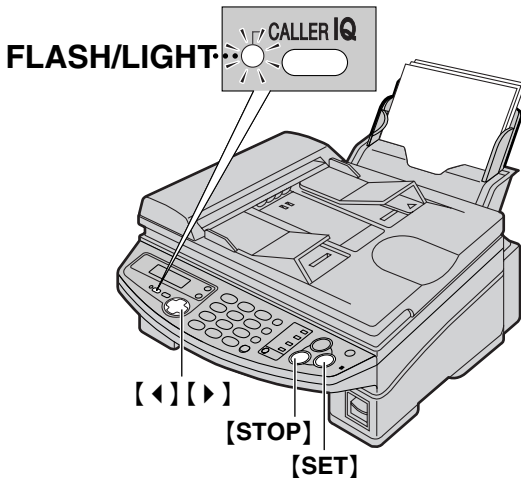**3** Press **[1]**.

```
 TO ENABLE LCR
PRESS SET
```

4 Press **[SET]**.

```
DOWNLOAD IN
PROCESS.
```

● The fax machine will automatically receive the rate table (page 81).

Updating the rate table (downloading the rate table)

If you register through openLCR web site or move to another area, you have to download the rate table manually.

FLASH/LIGHT

[◄] [►]

[STOP]

[SET]

1 Press **[CALLER IQ]**.

```
CALLER IQ
PRESS NAVI.[◄ ►]
```

2 Press **[◄]** or **[►]** until the following is displayed or press **[2]**.

```
NEW RATE TABLE
      PRESS SET
```

3 Press **[SET]**.

```
DOWNLOAD IN
PROCESS.
```

● The fax machine will automatically receive the rate table.

During download

● The CALLER IQ indicator will flash and the display will show the following.

```
DOWNLOAD IN
PROCESS.
```

● During downloading, you cannot do other operations such as making/answering a call or sending/receiving a document.
● Depending on where you live, the call for downloading may be a long distance call and will take about 1-2 minutes. You will be charged for the cost of the call.
● When the download is completed, the CALLER IQ indicator will stop flashing but will remain lit up and the display will show the following:

```
DOWNLOAD OK!
```

● If the display shows the following, the unit was unable to download from openLCR.

```
DOWNLOAD ERROR.
TRY AGAIN.
```

Try downloading manually again.
● If the display shows the following, the Caller IQ feature is set to off.

```
SET LCR TO ON
```

Set the Caller IQ feature to on by referring to page 80.

Automatic download

The fax machine will automatically download the latest rate table when:
– the rate table in the fax machine reaches expiry date; usually between 60-90 days after last update,
– the fax machine is being polled by openLCR service center, or
– you set the Caller IQ feature from OFF to ON (page 80).

To stop downloading

1. Press **[STOP]**.

```
CANCEL DOWNLOAD?
YES:SET/NO:STOP
```

2. Press **[SET]**.

Caller IQ Feature

Downloading the fax system setup and telephone directory entries (downloading from web)

If you access openLCR web site at **www.openLCR.com** and program the system setup and telephone directory, you will need to download this data to the fax machine.

[CALLER IQ]

[◀] [▶]

[SET]

1 Press **[CALLER IQ]**.

```
CALLER IQ
PRESS NAVI.[◀ ▶]
```
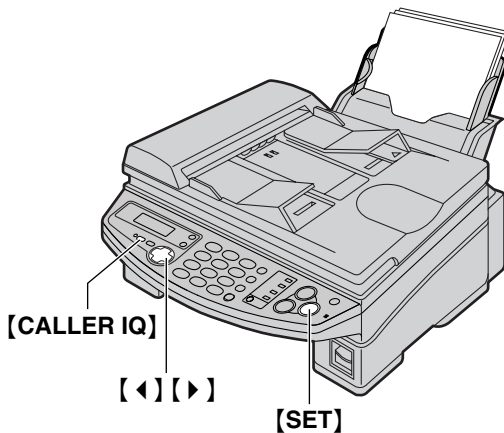
2 Press **[◀]** or **[▶]** until the following is displayed or press **[3]**.

```
DATA FROM WEB
      PRESS SET
```

3 Press **[SET]**.

```
DOWNLOAD IN
PROCESS.
```
↓
```
DOWNLOAD OK!
```

For assistance, please call openLCR: 1-866-openLCR (1-866-673-6527)

Technical data about this product

Applicable lines: Public Switched Telephone Network

Document size: Max. 216 mm ($8^1/_2$") in width, Max. 600 mm ($23^5/_8$") in length

Effective scanning width: 208 mm ($8^3/_{16}$")

Effective printing width: 208 mm ($8^3/_{16}$")

Transmission time[1]:   Approx. 15 s/page (Original mode)[2]

Scanning density: Horizontal: 8 pels/mm (203 pels/inch)

                               Vertical: 3.85 lines/mm (98 lines/inch) – in standard resolution,

                               7.7 lines/mm (196 lines/inch) – in fine/photo resolution,

                               15.4 lines/mm (392 lines/inch) –in super fine resolution

Photo resolution: 64-level

Scanner type: Contact Image Sensor

Printer type: Thermal Transfer on plain paper

Data compression system: Modified Huffman (MH), Modified READ (MR)

Modem speed: 9,600 / 7,200 / 4,800 / 2,400 bps; Automatic Fallback

Operating environment: 5 °C–35 °C (41 °F–95 °F), 20%–80% RH (Relative Humidity)

Dimensions: Approx. height 210 mm × width 472 mm × depth 446 mm ($8^1/_4$" × $18^{19}/_{32}$"

                               × $17^9/_{16}$")

Mass (Weight):   Approx. 7.4 kg (16.3 lb.)

Power consumption: Standby: Approx. 4.0 W

                               Transmission: Approx. 18 W

                               Reception: Approx. 35 W (When receiving a 20% black document)

                               Copy: Approx. 60 W (When copying a 20% black document)

                               Maximum: Approx. 145 W (When copying a 100% black document)

Power supply: 120 V AC, 60 Hz

Fax memory capacity: Approx. 25 pages of memory transmission

                               Approx. 28 pages of memory reception

                               (Based on the ITU-T No. 1 Test Chart in standard resolution.)

*1 Transmission speed depends upon the contents of the pages, resolution, telephone line conditions and capability of the other party's machine.

*2 Transmission speed is based upon the ITU-T No. 1 Test Chart and original mode. If the capability of the other party's machine is inferior to your unit, the transmission time may be longer.

ITU-T No. 1 Test Chart
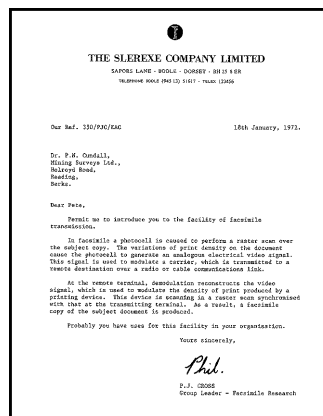
Specifications

Paper specifications

Recording paper size: Letter: 216 mm $\times$ 279 mm ($8^1/_2$" $\times$ 11")
Legal: 216 mm $\times$ 356 mm ($8^1/_2$" $\times$ 14")
A4: 210 mm $\times$ 297 mm ($8^1/_4$" $\times$ $11^{11}/_{16}$")

Note for recording paper:
- Do not use the following types of paper:
  - Paper with a cotton and/or fibre content that is over 20%, such as letterhead paper or paper used for resumes
  - Extremely smooth or shiny paper, or paper that is highly textured
  - Coated, damaged or wrinkled paper
  - Paper with irregularities, such as tabs or staples
  - Paper which has dust, lint or oil stains
  - Paper that will melt, vaporize, discolour, scorch or emit dangerous fumes, near 200 °C (392 °F), such as vellum paper. These materials may transfer onto the fusing roller and cause damage.
  - Moist paper
- Some paper only accepts print on one side. Try using the other side of the paper if you are not happy with the print quality or if misfeeding occurs.
- For proper feeding and best print quality, we recommend using long-grained paper.
- Do not use paper of different types or thickness at the same time. This may cause a paper jam.
- Avoid double-sided printing.
- Do not use paper printed from this unit for double-sided printing with other copiers or printers. This may cause a paper jam.
- To avoid curling, do not open paper packs until you are ready to use the paper. Store unused paper in the original packaging, in a cool and dry location.

Note:
- Any details given in these instructions are subject to change without notice.
- The pictures and illustrations in these instructions may vary slightly from the actual product.

List of FCC requirements and information

If required by the telephone company, inform them of the following.
- FCC Registration No.:
  (found on the rear of the unit)
- Ringer Equivalence No.:
  (found on the rear of the unit)
- The particular telephone line to which the equipment is connected.

This unit must not be connected to a coin operated line. If you are on a party line, check with your local telephone company.

Ringer Equivalence Number (REN):
This REN is useful in determining the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

In the event that terminal equipment causes harm to the telephone network, the telephone company should notify the customer, if possible, that service may be stopped. However, where prior notice is impractical, the company may temporarily cease service providing that they:
a) Promptly notify the customer.
b) Give the customer an opportunity to correct the problem with their equipment.
c) Inform the customer of the right to bring a complaint to the Federal Communication Commission pursuant to procedures set out in FCC Rules and Regulations Subpart E of Part 68.

The Telephone Company may make changes in its communications facilities, equipment operations, or procedures where such action is reasonably required in the operation of its business and is not inconsistent with the rules and regulations in FCC Part 68. If such changes can be reasonably expected to render any customer terminal equipment incompatible with telephone company communications facilities, or require modification or alteration of such terminal equipment, or otherwise materially affect its use or performance, the customer shall be given adequate notice in writing, to allow the customer an opportunity to maintain uninterrupted service.

CAUTION:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

When programming emergency numbers and/or making test calls to emergency numbers:
1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities in the off-peak hours; such as early morning or late evenings.

This telephone provides magnetic coupling to hearing aids.

NOTE:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
— Reorient or relocate the receiving antenna.
— Increase the separation between the equipment and receiver.
— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
— Consult the dealer or an experienced radio/TV technician for help.

A TIA/EIA-IS-968 compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is also TIA/EIA-IS-968 compliant. See Installation Instructions for details.

The software contained in (*insert specific equipment type or features*) to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.
Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Limited Warranty

PANASONIC CONSUMER ELECTRONICS COMPANY,
DIVISION OF MATSUSHITA ELECTRIC
CORPORATION OF AMERICA
One Panasonic Way,
Secaucus, New Jersey 07094

PANASONIC SALES COMPANY,
DIVISION OF MATSUSHITA
ELECTRIC OF PUERTO RICO, INC.,
Ave. 65 de Infantería, Km. 9.5
San Gabriel Industrial Park,
Carolina, Puerto Rico 00985

Panasonic Facsimile Product
Limited Warranty

Limited Warranty Coverage
If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Electronics Company or Panasonic Sales Company (collectively referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, or (b) replace it with a new or a refurbished product. The decision to repair or replace will be made by the warrantor.

Model	Parts	Labor
KX-FB421	1 (One) Year	1 (One) Year

Batteries, antennas, ink film, toner cartridge, drum unit, and ink cartridge (as may be applicable), and cosmetic parts (cabinet) are not warranted under this Limited Warranty.

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. You must carry-in or mail-in your product during the warranty period. This warranty only applies to products purchased and serviced in the United States or Puerto Rico. This warranty is extended only to the original purchaser of a new product which was not sold "as is". A purchase receipt or other proof of the original purchase date is required for warranty service.

Carry-In or Mail-In Service
For Carry-In or Mail-In Service in the United States call 1-800-HELP-FAX (1-800-435-7329)
For assistance in Puerto Rico call Panasonic Sales Company (787)-750-4300 or fax (787)-768-2910.

Limited Warranty Limits And Exclusions
This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor such as non Panasonic ink film, toner cartridge or drum unit, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, signal reception problems, misadjustment of consumer controls, improper maintenance, power line surge, improper voltage supply, lightning damage, modification, or commercial use (such as in a hotel, office, restaurant, or other business), rental use of the product, service by anyone other than a Factory Servicenter or other Authorized Servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. (As examples, this excludes damages for lost time, cost of having someone remove or re-install an installed unit if applicable, or travel to and from the servicer. The items listed are not exclusive, but are for illustration only.) **ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Limited Warranty

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Servicenter. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

PARTS AND SERVICE WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY ARE YOUR RESPONSIBILITY.

For product service
- Call toll-free 1-800-HELP-FAX (1-800-435-7329) for the location of an authorized servicenter.

For out of warranty technical support
- After the warranty has expired, please contact our Continued Services Technical Support Line at 1-900-555-PANA (1-900-555-7262) for support on a fee basis.

When you ship the product
- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom or problem, to the outside of the carton.
- Send the unit to an authorized servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company or to any executive or regional sales office. These locations do not repair consumer products.

Customer Services

Customer Services directory

To obtain service or technical assistance during the warranty period, please contact:1-800-HELP-FAX (1-800-435-7329), Monday-Friday 9am-8pm EST. To obtain support or service after the warranty has expired, please contact: 1-900-555-PANA (1-900-555-7262) for support on a fee basis.

Web Site: www.panasonic.com (for customers in the USA or Puerto Rico ONLY) You can purchase parts, accessories or locate your nearest servicenter by visiting our Web Site.

Service in Puerto Rico
Matsushita Electric of Puerto Rico, Inc. Panasonic Sales Company / Factory Servicenter: Ave. 65 de Infantería, Km. 9.5, San Gabriel Industrial Park, Carolina, Puerto Rico 00985 Phone (787) 750-4300   Fax (787) 768-2910

Program index

Basic features

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Panasonic FAX ADVANTAGE PROGRAM

Free peace of mind, direct from Panasonic

NO EXTRA COST

Panasonic
FAX ADVANTAGE PROGRAM

- ■ *1-year limited warranty[1]: parts, labor, and toll-free help line[2]*

- ■ *Free overnight replacement[3] and repair program*

The Panasonic Fax Advantage Consumer Service Program.
Panasonic knows that if your fax machine is not up and running, neither is your business. That's why we created the Panasonic Fax Advantage Program. Included at no extra cost with the purchase of a new and unused Panasonic Fax Machine, the Fax Advantage Program can provide a free replacement unit[3] overnight if your original unit is in need of repair.

Here's how it works:

1. If you have a problem with your fax that you purchased new and unused while it is covered by the period of limited warranty[1], call our toll-free help-line at 1-800-HELP-FAX[2].

2. Talk to one of our technical experts to diagnose your problem over the phone.

3. If repairs are necessary and you are entitled to service under the terms and conditions of the limited warranty[4], we will send a refurbished replacement unit to you by UPS overnight service delivery.

A second option available under our limited warranty is to mail-in or carry-in your fax to one of our Regional Service centers, where the unit will be repaired and returned to you.

Instructions:

If you choose to receive a replacement unit under the Fax Advantage Program, Panasonic will provide a replacement unit which will be completely refurbished, quality-tested by Panasonic technicians and individually hand-inspected before it is shipped to you. You will keep the replacement unit and send the original unit to us in the replacement unit's box. UPS will pick up the unit at no charge to you, should it be determined that you are entitled to warranty service. A proof-of-purchase must be included with the returned product. Any unit that is replaced by Panasonic and not shipped with proper proof-of-purchase by you will be subject to a minimum $100.00 charge. The original unit must be properly packaged in the same manner as the replacement unit, utilizing the packing materials provided. Damage due to improper or inadequate packing will be charged to you as an out-of-warranty cost.

If our 1-800-HELP-FAX technicians determine that your unit may be an "out-of-box failure"[5], we will attempt to provide you with a factory-new replacement unit[6]. You must ship a copy of your receipt with your original unit to verify that you purchased the unit within 10 days prior to your 1-800-HELP-FAX call.

Requirements:

You must give our technicians a valid credit card number (Discover, VISA, Master Card, or American Express/Optima). Product that is not returned to Panasonic by 10 business days after shipment of the replacement product will be charged to your credit card account at Panasonic's Suggested Retail Price (see dealer for details). If your original unit is not eligible for warranty service, your card will be charged for the non-warranty repair of the unit at Panasonic's current rate for parts and labor and for any shipping charges associated with this program. If you do not wish to pay out-of-warranty repair costs, you will be responsible for returning the replacement unit to Panasonic and for paying all shipping charges associated with this program including the overnight delivery of the replacement product to you, shipment of the problem unit to Panasonic, shipment of the replacement unit back to Panasonic and the return of your original unit back to you. Credit status will be verified prior to sending the replacement product.

1. See dealer for limited warranty details.
2. After the fax advantage program, contact our Continued Services Technical Support Line at 1-900-555-PANA (1-900-555-7262), for fee based technical support.
3. Replacement unit is refurbished.
4. Replacement program is only available in the 50 United States and is subject to termination at any time without advance notice.
5. "Out-of-box failure" is an inoperable unit that was purchased no more than 10 days prior to your 1-800-HELP-FAX call, and would otherwise qualify for warranty service under the terms and conditions of the limited warranty.
6. Panasonic reserves the right to send a refurbished unit.

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